

**FIRST AMENDED  
AND RESTATED  
AGREEMENT  
BETWEEN THE  
CITY OF NOVI AND  
EMERGENCY MEDICAL SERVICE PROVIDER**

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THIS FIRST AMENDED AND RESTATED AGREEMENT made this \_\_\_\_\_ day of \_\_\_\_\_, 2018 , between the City of Novi, a Michigan Municipal Corporation, herein called the "City," whose address is 45175 Ten Mile, Novi, MI 48375 and, Superior Air-Ground Ambulance Service of Michigan, Inc. , a corporation, whose address is 2000 Centerwood Dr., Warren, MI 48091 herein called the "Company", hereinafter collectively referred to as "Parties" or singularly as "Party".

WHEREAS, pursuant to Resolution of the City of Novi, City Council, the City and Company entered into the Agreement Between the City of Novi and Emergency Medical Service Provider, on January 8, 2018\_, for the purpose of providing high quality Advanced Life Support care to persons within the City; and

WHEREAS, the City and the Company desire to amend the Agreement Between the City of Novi and Emergency Medical Service Provider to expand the Company's use of City Fire Station property for parking and living quarters purposes, to include access to the City's Fire Station No. 2, and to clarify the scope of access;

NOW THEREFORE, in consideration of the mutual covenants and promises made herein, and other valuable considerations, receipt of which is hereby acknowledged by the Parties, do hereby bind themselves to the following terms and provisions of this First Amended and Restated Agreement (the "Agreement").

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**1. DEFINITIONS APPLICABLE**

The definitions contained in 1990 PA 179, the Emergency Medical Services Act "the Act", specifically Sections 20902 through 20908 (MCL 333.20902-MCL 333.20908), and as exist on the date of this Agreement, shall be applicable to the same terms used in this Agreement.

**2. DESIGNATION OF ADVANCED LIFE SUPPORT PROVIDER**

The City hereby designates the Company as its sole and exclusive provider of Advanced Life Support ("ALS") within the City during the term of this Agreement.

### **3. SERVICE**

- A. The Company shall provide to citizens of the City a full range of high-quality ALS, including advanced mobile emergency care service, as described in the City's Request for Proposal and Company's response to the City's Request for Proposal, attached to this Agreement as Schedule A, within the limits of the City, when requested by the Oakland County Central Dispatch, the City Fire and/or Police Departments, or any citizen making a direct request for such ambulance service within the City. The Company shall submit an acceptable deployment plan to the City, specifying the unit coverage within the City limits by hour and day of the week. The minimum coverage shall be three (3) ambulances at all times, dedicated for service within, and located within, the City limits at all times and capable of providing advanced life support, as further set forth in this agreement.  
The Company shall also identify the location(s) that will serve as its base of operations.
- B. The Company shall provide said ambulance service without regard to race, creed, color, sex, sexual preference, age, physical handicap, marital status, national origin, ancestry, financial ability to pay, HIV status, gender identity or gender expression, or location within the City.
- C. The Company shall, within its service district, promptly and competently provide ambulance service in accordance with the terms and conditions of this Agreement whenever requested by any of the agencies or person set forth in Paragraph 3.A. above. The Company, as the sole and exclusive provider of ALS services within the City shall, in accord with the provisions of this Agreement, promptly and competently, provide ALS care service according to the Performance Standards outlined in Section 10 below.
- D. The Company shall provide ambulance units (through use of one or more of the three (3) ambulances referenced in Section 3A), as requested, to stand by at the scenes of fires, hazardous materials incident, and fire training. These units shall not leave the incident unless released by the incident commander. The ambulance units shall assist in medical evaluation of emergency personnel as required.
- E. The Company shall make available a decontamination facility for City of Novi police and fire department person at the location referenced in Section 3H . At this location, Company shall provide showers and laundry equipment in compliance with the applicable requirements. The facility shall be available on a twenty-four (24) hour seven (7)-day a week basis, with a fifteen (15)-minute advance notifications.
- F. The Company shall provide disposal service for any and all bio hazard medical and blood or body fluid contaminated materials generated by the Police Department and Fire Department. Waste will be bagged and tagged with

appropriate labels by City personnel, with the assistance of Company personnel if requested and forwarded to the Company for disposal. Company is not responsible for hazardous materials.

- G. The Company shall provide a plan for restocking expendable medical supplies utilized by medical first responders that complies with Medicare/Medicaid reimbursement regulations and guidelines.
- H. The Company may use a portion the building located at 25804 Beck Road, known as “Old Fire Station No. 4”, as set forth herein, for the term of the Agreement as outlined in Section 16. The Company may have access to the vehicle bay area to allow a vehicle (or vehicles) to be temporarily parked while providing service within the City under the Agreement

Personnel and crew members on duty and assigned to an ambulance providing service within the City may also have temporary access to the interior living or “quarters” area of the building. The Company may temporarily place appropriate furnishings in those areas for its personnel and crew members actively engaged in providing service within the City, subject to control by the City through the Director of EMS/Fire Operations or designee. The City shall not be responsible for lost, damaged or stolen personal property belonging to the Company or its employees. The Company should maintain renter’s insurance for the Company’s building contents, and hereby holds the City harmless for lost, damaged or stolen personal property.

The City shall for all purposes remain the owner of the building and shall have access to any and all areas of the building at any and all times, without notice to the Company.

The Company shall pay to the City an amount of \$1,000 per month for use of a portion if the building for crew quarters and vehicle staging, payable in advance on the 30<sup>th</sup> day of each month. The Company shall be responsible for the actual cost of all utilities (gas, electric, telephone or other communications, water, sewer, etc.), which shall be payable directly to the utility and placed in the Company name. Any taxes assessed against the Company as a result of its use of the building or property as described herein may be credited against the amounts due hereunder.

Company and City warrant that this amount is reflective of fair market value and does not take into account the volume or value of any referrals or business otherwise generated between the parties for which payment may be made in whole or in part under Medicare, Medicaid or other federal health care programs and does not involve the marketing, counseling, or promotion of a business arrangement or other activity that violates any state or federal law.

The Company will be responsible for snow/ice removal and maintaining the sidewalks and driveway/parking at 25804 Beck Road. The Company shall pay any damages to the property that is caused by the Company. The City will maintain the building and grounds.

The right of access provided in this paragraph H shall not be considered a property interest. The Company shall indemnify and hold harmless the City, its City Council, officers, employees, agents, volunteers and contractors, from any and all causes of action, actions, claims, or demands, and from any damages to persons or property of any kind whatsoever, including the building, arising out of the Company's use, or the use of its personnel or crew members, of the building or property, and shall reimburse the City and its agents and employees for any cost or fees incurred in the defense of or to remedy any such causes of action, actions, claims, demands, or damages.

- I. The Company may use a designated space within the City's current Fire Station No. 2, located at 1919 Paramount, and Fire Station No. 3, located at 42785 Nine Mile Road, upon terms and conditions to be set by the Director of EMS/Fire Operations or designee, and subject to the following limitations:
  - (a) The Company shall have access to a designated area within the vehicle bay area, for the parking of one vehicle in connection at each Fire Station with the provision of services under the Agreement. The location shall be established by the Director of EMS/Fire Operations and shall not interfere with the operations of the City's fire department within the building or the bay area. The Company and its crew shall at all times cooperate with the City and the direction of any City fire personnel with regard to the location, moving, and removal of the vehicle in a way that coordinates with the activities of the fire department.
  - (b) The Company's personnel and crew members shall have access to the interior living or "quarters" areas of Fire Station No. 2 and 3, pursuant to rules established by the Director of EMS/Fire Operations or designee, which may include reasonable, and non-destructive use of the existing tables, chairs, kitchen facilities, sleeping quarters/bunk room and bathroom facilities within these interior areas of the building. The Company may also provide its own appropriate furnishings for use by personnel and crew members actively engaged in service within the City under the Agreement. Any furnishings that the Company or its personnel or crew members provide must be approved by the Director of EMS/Fire Operations or designee as to type and location, and shall not interfere with the operations or activities of the City Fire Department or its personnel. The Company acknowledges that such furnishings may be used by the fire department personnel. The City shall not be responsible for lost, damaged or stolen personal property belonging to the Company or its employees. The Company should maintain renter's insurance for the Company's building contents, and hereby holds the City harmless for lost, damaged or stolen personal property.



- (c) The Company shall have access described in (b) above 24 hours a day. The Director of EMS/Fire Operations or designee may establish additional terms and conditions with regard to use of the building and any facilities or furnishings. The City shall for all purposes remain the owner of the building and shall have access to any and all areas of the building at any and all times, without notice to the Company.

The right of access provided in this paragraph I shall not be considered a property interest. The building is City property, the City shall be authorized to revoke the access granted under this paragraph at any time, and for any reason, without compensation; provided, however, that any payments and/or utility obligations shall be prorated to the time of such revocation. The Company shall indemnify and hold harmless the City from any and all causes of action, actions, claims, or demands, and from any damages to persons or property of any kind whatsoever, including the building, arising out of the Company's use, or the use of its personnel or crew members, of the building or property, and shall reimburse the City and its agents and employees for any costs or fees incurred in the defense of or to remedy and such causes of action, actions claims, demands, or damages.

#### **4. SERVICE DISTRICT**

- A. The Company will be approved to participate in the Oakland County Medical Control Authority (OCMCA) and be in good standing. Pursuant to the OCMCA System Protocol, and the authority vested in the City therein, the City's Fire Department is designated as the provider of first response Basic Life Support (BLS) Agency to all incidents of injury or illness within the City of Novi. The City will staff Fire Department based BLS (transport and non-transport) units for improved response time in all response districts as personnel and other resources become available. Additionally, it may also include first response police officers trained in Automatic External Defibrillators, CPR and First Aid.
- B. The Company agrees that if it receives a call for ALS or Emergency Medical Aid within the City boundaries from a source other than the City's Fire Department, the Company shall immediately notify the City's Fire Department and relate all details of the call. The City shall determine the need to send the Fire Department to any incidents.
- C. Independent Contractor Status. The parties to this Agreement intend that the relationship between them created by this Agreement is that of service provider and service purchaser. It is expressly agreed, understood and intended that no employee-employer relationship shall exist or be established and that Company is an independent contractor who has been retained to render Services to City to achieve specific results in exchange for specified recompense. As an independent contractor, Company expressly agrees that, for purposes of this Agreement, the Company does or shall:

1. Perform or agree to perform specific Services in exchange for specific payments of money;
2. Determine and control the means of performing the Services, within such general parameters or specifications as may be provided by the City;
3. Be responsible for the satisfactory completion of the Services that Company performs or agrees to perform and may be held liable for failure to satisfactorily complete such Services;
4. Receive payment for the Services; and
5. Hold or has applied for a federal, state or local employer identification number (or the equivalent number applicable in the jurisdiction in which the Services are performed), unless the Company is a sole proprietor who is not required to obtain such an identification number under applicable federal, state or local requirements.

Furthermore, it is understood and agreed that:

- i. In the performance of this Agreement, the relationship of Company to the City shall be that of an independent contractor and not that of an employee or agent of the City, and neither City, nor any agent, employee or permitted subcontractor of Company, shall be or may be deemed to be the employee or agent of, or a servant to, the City;
- ii. Company will be solely responsible for payment of salaries, wages, and other compensation for its employees and agents;
- iii. Neither the Company nor any officer, agent, employee or subcontractor of the Company shall be eligible for coverage under or eligible to receive the benefits of the City's workers' compensation, unemployment or health insurance, pension plans or other benefit plans;
- iv. Company is and shall perform under this Agreement as an independent contractor, and no liability or responsibility with respect to benefits of any kind, including without limitation, medical/health benefits, worker's compensation, pension rights, or other rights or liabilities arising out of or related to a contract for hire or employer/employee relationship shall arise or accrue to either Party as a result of the performance of this Agreement; and
- v. Company, as an independent contractor, is not authorized to enter into or sign any agreements on behalf of the City.

D. The City's Fire Department shall make decisions regarding transport within its

level of licensure and authorization, and is not obligated to wait any specific period of time to make that decision.

- E. The Company shall transport the patient to any facility requested by the patient or the patient's representative unless the situation requires transportation to the nearest appropriate medical facility in accordance with the Oakland County Medical Control Authority Protocol.
- H. In the event that the Company is unable to provide the required ambulance service within the City, the Company shall be responsible for obtaining a secondary source of service to act in the Company's place. The company providing the secondary source of service shall provide the same level of service as required under this Agreement.
- I. In the event that Company utilizes equipment belonging to the City's Fire Department at an emergency incident, such equipment shall be returned within twenty-four (24) hours of the incident to the Fire Department no later than the next working day.

## **5. COMMUNICATIONS**

- A. The Company shall maintain a dedicated telephone line at its expense between the City's Dispatch Center and the Company. The Company shall utilize a nationally accepted Medical Priority Dispatch System and all dispatch personnel shall be certified in the program in use as well as Emergency Medical Dispatch (EMD). Dispatchers shall provide pre-arrival emergency care instructions to the calling party when appropriate. The Company will provide a method to communicate to the Novi Fire Department the response mode "priority or non-priority" status.
- B. The Company shall also establish and maintain a secondary Public Safety Answering Point (PSAP) connected to the City's Dispatch Center, at the expense of the Company.
- C. The Company shall provide direct two-way communication for the primary ambulance units assigned to the City. The Company reserves the right to obtain either hand-held radio(s) or vehicle mounted radios. The City under its existing Federal Communications Commission (FCC) licensure will authorize the use of radio equipment.
- D. Notification of units dispatched in a standby mode shall be made through the normal communications channels.
- E. The Company shall record all telephone and radio communications received and retain the recording for a minimum of one (1) year, and must be retained indefinitely upon notification by the City of a need for particular telephone and radio communications.

**6. COOPERATION WITH CITY OF NOVI CENTRAL DISPATCH AND OAKLAND COUNTY CENTRAL DISPATCH**

- A. The Company's communication equipment shall have the capability of communicating with Oakland County Central Dispatch.
- B. The Company shall establish radio dispatch protocols and other policies and procedures that it deems necessary and proper regarding the ambulance service. All copies of protocols, policies, and procedures shall be provided to the City.
- C. The protocols, policies and procedures, and any and all amendments, shall be followed and addressed by the Company.

**7. COMPLIANCE WITH FEDERAL AND STATE LAWS, LOCAL ORDINANCES, AND RULES AND REGULATIONS**

- A. The Company shall comply with all applicable laws of the United States of America, State of Michigan, and local ordinances, now or hereafter existing, and with all applicable Federal and State rules and regulations, now or hereafter existing relating to any of the services provided pursuant to this contract.
- B. The Company shall specifically comply with applicable provisions of the Emergency Medical Services Act, 1990 PA 179, MCL 333.20901-333.20979, including any future amendments or additions thereto, together with any rules and regulations promulgated hereunder, now or hereafter existing or amended.
- C. The Parties agree that any duties undertaken under this Agreement will comply in all material respects with all regulations promulgated under Title II Subtitle F of the Health Insurance Portability and Accountability Act (Public Law 104-91) and all subsequent amendments, regulations, and guidance thereto ("HIPAA"). The Parties agree that for purposes of HIPAA, the Company's employees and personnel shall be considered workforce members, as that term is defined in 45 CFR 160.103, of City and that no business associate agreement is necessary. Furthermore, the parties shall amend this Agreement or execute any additional documentation to amend the Agreement to conform with HIPAA or any new or revised legislation, rules, or regulations to which they are subject now or in the future (collectively, "Code") in order to insure that the parties are at all times in conformance with HIPAA and the Code.

**8. MINIMUM STANDARDS FOR AMBULANCE**

- A. Each ambulance shall at all times when in use, meet and be equipped to meet all Federal, State, County and City requirements. Documentation of Michigan Department of Consumer and Industry Services, EMS Division (MDCIS-EMS) inspections and proof of licensure shall be provided to the City upon request.

- B. Upon the City's request, the Company, subject to all applicable laws, shall provide the City with any and all personnel information that is part of the employee record with the Company. Vehicle chassis over five (5) years old are not acceptable. Maintenance logs shall be maintained for each ambulance and be available for inspection. The Company shall indicate to the City what preventative maintenance programs are in place and shall provide the City with the procedures used to maintain the ambulances including how, when and where the vehicles are serviced.
- C. Each ambulance shall be of model, make, and condition to ensure safe and comfortable transportation in the patient's compartment.
- D. All ambulance vehicles responding within the City shall be subject to periodic inspection by the City's Fire Department to insure that the requirements of this Agreement are maintained. The Director of EMS/Fire Operations or designee of the City's Fire Department shall determine the frequency and location of the inspection. The Fire Department may order the repair or replacement of a particular ambulance unit at its discretion if it is deemed substandard for use in the City.

## **9. PERSONNEL REQUIREMENTS & TRAINING**

- A. The Company and the City shall mutually agree upon the personnel assigned to each ambulance unit operating within the City.
- B. Two (2) attendants who shall meet all Federal, State, County, and City licensing requirements shall staff each ambulance. Attendants shall be required to maintain all licensing qualifications as required currently and as may be required in the future, while this Agreement is in effect. Ambulance attendant licenses must be filed with the Director of EMS/Fire Operations Office.
- C. At least one attendant on each advanced life support (ALS) unit will be licensed by the State of Michigan, Certified in Advanced Cardiac Life Support by the American Heart Association, and certified in Basic Trauma life Support by the American College of Emergency Physicians (or a recognized equivalent).
- D. The Company shall provide the City with the criteria used to screen personnel to determine whether a particular employee qualifies as an ambulance driver.
- E. All ambulance drivers shall be required to attend a nationally recognized driver training program.
- F. The Company shall have a random and probable cause drug-testing program for personnel working in the City.
- G. The City's Police Department shall provide a complete criminal history (CCH) and complete driving history of all Company Paramedics and Emergency Medical Technicians working in the City.

- H. Company Personnel with two (2) or more convictions for Operating Under the Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated (OWI), Operating While Visibly Impaired (OWVI), Operating While Under the Influence of Narcotics (OUIN), or any two (2) or more convictions of any combination thereof, shall not be allowed to work in this area. Company personnel with a conviction for Operating Under the Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated (OWI), Operating While Visibly Impaired (OWVI), or Operating While Under the Influence of Narcotics (OUIN), in the last five (5) years shall not work in this area.
- I. Any Company personnel with a conviction for Criminal Sexual Conduct (CSC) or violation of any Controlled Substances Act shall not be allowed to work in the City.
- J. Any Personnel with a conviction for theft or larceny within the last five (5) years shall not be allowed to work in the City.
- K. The Company shall notify the Oakland County Medical Control Board and the State Division of Emergency Medical Services if any of its Paramedics or Emergency Medical Technicians are criminally charged with any felony, or terminated from employment for any alcohol and/or controlled substance, or larceny problem.
- L. The Company shall provide training on an annual basis for ambulance personnel operating in the City of Novi on their role and responsibilities within the framework of the Incident Command System.
- M. The Company shall train all ambulance personnel utilizing the program certified by the National Incident Management System.. The Company shall submit documentation of this training.
- N. In addition to all other requirements set forth in this Agreement, the Company agrees that all attendants will meet the following qualifications:
  - a. Non-addiction to intoxicating liquors, narcotics or other drugs.
  - b. The Company should consider convictions and pending charges for crimes involving dishonesty and/or violence that directly bear on the applicant's suitability for the job
  - c. For purposes of communication with dispatch, callers, and medical facilities, shall be able to read, speak, and write the English language;
  - d. Have a minimum qualification of a State of Michigan licensed basic Emergency Medical Technician;
  - e. Be of sound physique, possessing eyesight which meets the minimum qualifications for a driver's license in the state of Michigan and free of physical defects or diseases which might impair the ability to drive or attend an ambulance;
  - f. For attendant-drivers only: must hold currently valid chauffeur's or

- driver's license for the State of Michigan; and
- g. Where reasonable grounds exist, the Director of EMS/Fire Operations or Director of Public Safety/Chief of Police may exercise a veto over the personnel of the ambulance assigned to respond to calls within the City.
- O. The Company shall be present, utilizing one or more of the three (3) ambulances referenced in Section 3A, for certain community activities including, but not limited to: City of Novi holiday events and parades, police and fire drills, and other special details as determined by the City and Public Safety Administration. The City will notify the Company if participation in the event is in an official capacity to respond to emergencies or for another purpose.
- P. The Company shall provide suitable uniforms for all personnel and shall be responsible for repair and/or replacement of all uniforms.

## 10. PERFORMANCE STANDARDS

- A. Response times to emergency requests within the City shall be calculated as the actual elapsed time in minutes and seconds from the time of the call back number, nature of the request, and location of the patient as known to the Company's system status controller (dispatcher), to the time when the Company's first appropriate emergency vehicle arrives at the scene. When multiple ambulances are sent to the same emergency incident, only the response time of the first ambulance to arrive at the scene will be counted. Where the patient is located in a residential, commercial, industrial building or complex, the response time will be calculated to the time the Company's ambulance arrives at the specific building or entrance.
- (1) At least fifty (50) runs will be used to calculate response time performance.
- (2) In the event that less than fifty (50) successive calls are received within an area, in a given month, successive calls in the following month will be included to reach a total of fifty (50) calls.
- B. ALS Response Times. The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven minutes or less 90% of the time,** twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi.** Except for extenuating circumstances, no response (Priority I) shall exceed ten (10) minutes. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than ten (10) minutes, 90% of the time and shall not exceed twelve (12) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.

- C. The Company shall provide ALS "move-up" response to the City when the Company ALS unit is committed to a previous response, or when requested for back-up on multiple patient incidents. The "move up" response shall not include any of the three dedicated vehicles providing primary service. When the City requests such response, the Company guarantees emergency (Priority I) response in eight (8) minutes or less, 90% of the time. Except for extenuating circumstances, no response shall exceed twelve (12) minutes. Response time to non-emergency or downgraded calls shall be less than fifteen (15) minutes, 90% of the time. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.
- D. The Company shall submit to the City a mutual aid resource plan showing the average number of Advanced Life Support ambulances that could be provided for a back-to-back or multi-casualty accident. The plan must contain typical response times based on average activity. The plan must also contain contingency planning for multiple back-to-back incidents across the City of Novi geographical area.
- E. The City's Fire Department shall retain scene control at all incidents within the City. Medical Authority shall be given to the first arriving/senior medical personnel in accordance with Oakland County Medical Control Authority Protocol. The Incident Management System shall be utilized for scene management and the Company agrees to familiarize its personnel in the function and operations of the City.
- F. Telephone and radio communications shall be recorded to allow review for quality assurance. The Company will work with the City to define an acceptable reporting mechanism and audit process to verify performance. The Company will allow the City to verify compliance with this Agreement.

## **11. QUALITY ASSURANCE**

- A. The Company shall provide a description of the Quality Assurance Program in place to continually assess the quality of treatment by EMS Personnel.

## **12. COMPANY REPORTS**

- A. The Company shall submit to the City's Fire Department a monthly management report which shall include parameters mutually agreed to by the parties. The Company will supply the City with this report no later than the 5<sup>th</sup> day of each month regarding compliance and exceptions with the terms of this Agreement.
- B. A supervisory member of the Company's staff shall participate in a monthly meeting with the Director of EMS/Fire Operations or designee to assess the services provided by the Company to the City.
- C. The Company shall submit, not later than February 1<sup>st</sup> of each year, an Annual



Report to the City Manager, Director of Public Safety/Chief of Police, and the Director of EMS/Fire Operations summarizing the services which have been rendered to the citizens of the City of Novi.

### 13. COMPLAINT RESOLUTION

In the event that a complaint is made regarding the service provided by the Company, the following procedure shall take place:

1. The Complaint shall be referred to the City of Novi Oversight Committee for investigation and review.
2. In the event that the Complaint is not resolved, the matter shall be forwarded to the Quality Improvement Committee of the Medical Control Authority.

### 14. INSURANCE REQUIREMENTS

The Company agrees, at its own expense, to secure and maintain the following insurance coverages or equivalent self-insurance coverages. The City, its agents, employees, and elected officials shall be listed as additional named insureds on all General Liability, Professional Liability, and Umbrella policies listed below and shall give the City a thirty (30) day written notice of any change in such insurance policies.

- A. **Worker's Compensation Insurance:** The Company shall procure and maintain during the life of this Agreement, Worker's Compensation Insurance, including employer's liability in accordance with all applicable statutes of the State of Michigan.
- B. **Commercial General Liability Insurance:** The Company shall procure and maintain during the life of this Agreement, Commercial General Liability Insurance on an "occurrence basis" with limits of liability of not less than Five Million (\$5,000,000.00) Dollars per occurrence and/or aggregate combined single limit, personal injury, bodily injury, property damage. Coverage shall include the following extensions: (A) Contractual Liability; (B) Products and Complete Operations Coverage; (C) Independent Contractors Coverage; (D) Broad Form General Liability Extensions or equivalent; (E) Annual Contract Aggregate applicable to this Agreement.
- C. **Motor Vehicle Liability:** The Company shall procure and maintain, during the life of this Agreement, Motor Vehicle Liability Insurance, including Michigan No-Fault Coverages, with limits of liability of not less than Five Million (\$5,000,000.00) Dollars per occurrence combined Bodily Injury and Property Damage. Coverage shall include all owned, non-owned, and hired vehicles.
- D. **Ambulance and Professional Malpractice Liability:** The Company shall procure and maintain during the life of this Agreement, Ambulance Professional Malpractice Liability Insurance in an amount of not less than Five Million

(\$5,000,000.00) Dollars per occurrence and/or aggregate combined single limit for bodily injury and personal injury arising out of operations.

- E. **Additional Insured:** Commercial General Liability Insurance, Motor Vehicle Liability Insurance, and Ambulance Professional Malpractice Liability Insurance, as described above, shall include an endorsement stating the following as "Additional Insureds"; the City of Novi, its City Council, all employees, all elected and appointed officials, all employees and volunteers, all boards, commissions and/or volunteers thereof. Said coverage shall be primary coverage rather than any policies and insurance self-insurance retention owned or maintained by the City. Policies shall be issued by insurers who endorse the policies to reflect that, in the event of payment of any loss or damages, subrogation rights under those contract documents will be waived by the insurer with respect to claims against the City
- F. **Cancellation Notice:** Worker's Compensation Insurance, Commercial General Liability Insurance, Motor Vehicle Liability Insurance and Ambulance Professional Liability Insurance, as described above, shall include an endorsement stating the following: "It is understood and agreed that Thirty (30) Days Advance Written Notice of Cancellation, Non-renewal, Reduction, and/or Material Change shall be sent to the City of Novi, 45175 10 Mile Road, Novi, MI 48375."
- G. **Proof of Insurance:** The Company shall provide to the City certificates of insurance and policies in full compliance with specifications listed below:
  - 1. Two (2) copies of the Certificate of Insurance for Worker's Compensation Insurance;
  - 2. Two (2) copies of the Certification of Insurance for Commercial General Liability Insurance;
  - 3. Two (2) copies of Insurance for Vehicle Liability Insurance;
  - 4. Two (2) copies of Certificate of Insurance for Ambulance Professional Malpractice Liability Insurance.
  - 5. If so requested, Certified Copies of all policies mentioned above will be furnished.
- H. If any of the above coverages expire during the term of this Agreement, the Company shall deliver renewal certificates of insurance to the City at least the (10) days prior to the expiration thereof.

## 15. RATES AND FEE COLLECTION

The Company shall be responsible for the collection of any and all fees due and owing to it by those persons furnished with emergency ambulance service.

- A. The Company shall bill its usual and customary rates, as set forth in the RFP and supplements thereto, as set forth in Schedule A for emergency medical services delivered in the City. The Company agrees that its rates are reasonable and commensurate with the services rendered. A request by the Company to increase the rates must be made at least ninety (90) days prior to the proposed effective date of the rate change. The Company shall not request more than one increase in rates in any 365-day period.
- B. The City reserves the right to review all patient billing. An audit of the patient billing and other financial information pertaining to the services rendered within the City shall be conducted by auditors chosen by the City, with the consent of the Company. Such audits shall be conducted at least once year, unless the City determines that such an audit is not necessary. The regularly scheduled audits shall be paid for equally between the parties. The Company reserves the right to retain its own auditor to review the records without regard to the Fire Department. Any and all discrepancies of outcomes between the auditing firms shall be reconciled between the firms and reported to the parties. The parties agree to abide by the determination of the auditors regarding calculation amounts or when audits determine that fees are owed to either Party for the billings for service within the City.
- C. The Company shall not charge the City for any service rendered under this Agreement, except Novi Police Department requested Blood Draw Services. The City shall have no responsibility or liability for any person's refusal or failure to pay the Company for services rendered.
- D. The collection procedures utilized by the Company shall be humane and designed to maximize reimbursement through Medicare, Medicaid and other third-party payors, and shall comply with all applicable state, local and federal laws and regulations.
- E. The Company shall provide a reasonable level of uncompensated care for indigents requiring pre-hospital and transport services.

## **16. TERM**

- A. This Agreement shall be effective for two (2) years from January 23, 2018 to January 22, 2020. Upon mutual consent of the City and the Company, the contract may be renewed for three (3) additional years in one (1) year increments.
- B. The Company shall prepare an implementation schedule, which shall not exceed 45 days after award of the contract.

## **17. TERMINATION OF AGREEMENT**

- A. **Termination for Cause.** Continuous or uncorrected violations of the provisions

of this Agreement for ten (10) days shall be sufficient cause for the City to immediately terminate this Agreement. Examples of violations include, but are not limited to the following:

1. Failure to respond to a call.
2. Failure to respond within reasonable time limits under this Agreement.
3. Failure to meet requirements of this Agreement for equipment and personnel.

B. **Termination of Agreement Without Cause.** The City may terminate this Agreement without cause and for any reason by providing written notice to the other party ninety (90) days prior to the date of termination.

C. In the event that the Company ceases to conduct business in the normal course, becomes insolvent, makes any assignment of its business for the benefit of creditors, suffer or permits the appointment of a receiver or similar officers for its business or assets, or shall avail itself of, or become subject to, any proceeding under the Federal Bankruptcy Act or any other statute relating to insolvency, or the protection of rights of creditors, or allow any creditor to seize its property by lien, levy, or writ of execution, and such condition is not remedied within thirty (30) days after written notice is given by the City, the City shall have the right to terminate this Agreement forthwith, anything herein to the contrary, notwithstanding, effective upon written notice thereof.

## **18. INDEMNIFICATION, HOLD HARMLESS AND LITIGATION DEFENSE**

Company agrees to fully indemnify and hold harmless the City, its City Council, its officers, employees, agents, volunteers and contractors from any claims, demands, losses, obligations, costs, expenses, verdicts, and settlements (including but not limited to attorney fees and interest) resulting from:

- A. Acts or omissions by the Company, its agents, employees, servants and contractors in furtherance of execution of this Agreement, unless resulting from the sole negligence and tort of the City, its officers, employees, agents and contractors.
- B. Violations of state or federal law involving a determination of anti-competitive practices or policies, whether administrative or judicial, arising from the nature and extent of this Agreement.
- C. The Company shall pay to the City all sums of money, including interest, which City shall become liable to pay pursuant to Judgment, or shall pay in settlement of any such claim, after obtaining written agreement from the Company's attorneys regarding said settlement.

- D. The Company agrees to defend the City from and against any and all actions or causes of action, claims, demands or whatsoever kind or nature arising from the operations of the Company and due to the acts or omissions of the Company or its agents, including, but not limited to, acts of omissions alleged to be in the nature of gross negligence or willful misconduct. The Company agrees to reimburse the City for reasonable attorney fees and court costs incurred in the defense of any actions, suits, claims or demands arising from the operations of the Company under this Agreement due to the above-referenced acts or omissions of the Company, and its agents.

**19. PROHIBITION AGAINST ASSIGNMENT AND SOLICITATION**

The Company shall not assign any of its rights or duties under this Agreement without the expressed written consent of the City.

The City agrees not to, directly or indirectly, solicit, or cause or induce on its own behalf or for any third party to solicit, for the purpose of hiring any of Company's employees placed with the City to perform like services for the City for the duration of this Agreement and for one year hereafter; unless mutually agreed by the Company and the City.

**20. INVALID PROVISION**

The invalidity or unenforceability of any particular provision of this Agreement shall not affect the other provisions hereof, and this Agreement shall be construed in all respects as if such invalid or unenforceable provision were omitted. In the event that the City, in its opinion, or by administrative or court determination, discovers that this Agreement violates state or federal law as being anti-competitive, then the entire Agreement shall be voidable, at the option of the City.

**21. ENTIRE AGREEMENT**

This Agreement constitutes the entire Agreement between the parties and contains all of the Agreements between the parties with respect to the subject matter hereof. This Agreement supersedes any and all other Agreements, either in writing or oral, between the parties hereto with respect to the subject matter hereof.

**22. AMENDMENT AND WAIVER**

No change or modification of this Agreement, including this Paragraph 22, shall be valid unless the same shall be in writing and signed by the City and the Company. No waiver of any provision of this Agreement, including this Paragraph 22, shall be valid unless in writing and signed by the Party who is alleged to have waived the provision.

**23. THIRD PARTY BENEFICIARY STATUS**

This Agreement is intended solely for the benefit of the parties hereto, and it is not

intended to benefit any other person or entity. No provision of this Agreement shall be used by any other person or entity, including patients, representatives of patients, technicians or employers or prospective employers of a technician, to impose any obligation, duty, or standard of care or practice upon either of the parties different from, or in addition to, whatever obligations, duties or standards may exist separate and apart from this Agreement.

**24. MISCELLANEOUS**

The Company agrees that during a major emergency as defined herein, the Director of EMS/Fire Operations or designee shall be empowered to utilize any ambulance company and its equipment in assisting in any medical emergency.

**25. NOTICES**

Written notices under this Contract shall be given to the parties at their addresses contained in this Contract by personal or registered mail delivery to the attention of the following persons:

City: Cortney Hanson, City Clerk, City of Novi, 45175 Ten Mile Road, Novi, MI, 48375

Company: Mary Franco, Vice President, Superior Air-Ground Ambulance Service of MI, Inc., 2000 Centerwood Dr., Warren, MI 48091

**26. JURISDICTION AND VENUE OF CONTRACT**

This Contract shall be considered for all purposes, including the establishment of jurisdiction and venue in any court action between the parties, as having been entered into and consummated in the City of Novi, Oakland County, Michigan.

IN WITNESS WHEREOF, the Company and the City have set their hands and seals the day and year first above written.

Superior Air-Ground Ambulance Service of  
Michigan, Inc. (Company), a Corporation

Date: \_\_\_\_\_

\_\_\_\_\_  
By: Mary Franco  
Its: Vice President

STATE OF ILLINOIS       )  
  ) ss  
COUNTY OF DUPAGE     )

\_\_\_\_\_

The foregoing Agreement was acknowledged, signed and sworn to before me on this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by \_\_\_\_\_, the \_\_\_\_\_ of \_\_\_\_\_, a \_\_\_\_\_.

\_\_\_\_\_  
Notary Public  
Acting in \_\_\_\_\_ County, Illinois  
My Commission Expires: \_\_\_\_\_

CITY OF NOVI, a Michigan municipal  
corporation

Date: \_\_\_\_\_

\_\_\_\_\_  
By: Robert J. Gatt  
Its: Mayor

Date: \_\_\_\_\_

\_\_\_\_\_  
By: Dawn Spaulding  
Its: Deputy City Clerk

STATE OF MICHIGAN       )  
  ) ss  
COUNTY OF OAKLAND     )

The foregoing Agreement was acknowledged, signed and sworn to before me on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by Robert J. Gatt, the Mayor of the City of Novi, and Dawn Spaulding, the Deputy City Clerk of the City of Novi.

\_\_\_\_\_  
Notary Public  
Acting in \_\_\_\_\_ County, Michigan  
My Commission Expires: \_\_\_\_\_

Fee Schedule



**CITY OF NOVI**  
**EMERGENCY MEDICAL SERVICES**  
**FEE PROPOSAL FORM**

We the undersigned, as proposer, propose to furnish to the City of Novi according to the specifications, terms, conditions and instructions attached hereto and made a part thereof:

**ADVANCED LIFE SUPPORT/AMBULANCE/PARAMEDIC**

Prices listed will be the **monthly subsidy** required by the service provider to maintain the required service level at the responsible time indicated.

**ALTERNATE #1** – Required Response Time Standard: 7 minutes 20 seconds for 90% of Priority 1 Service.

Initial Contract	Number of Ambulances Proposed	Cost per month
Year 1	N/A	\$ -
Year 2	N/A	\$ -
<b>Renewal Option</b>	N/A	\$ -
Year 3	N/A	\$ -
Year 4	N/A	\$ -
Year 5	N/A	\$ -

**ALTERNATE #1** – Required Response Time Standard: 7 minutes 00 seconds for 90% of Priority 1 Service.

Initial Contract	Number of Ambulances Proposed	Cost per month
Year 1	3 ALS Ambulances	\$ 0
Year 2	3 ALS Ambulances	\$ 0
<b>Renewal Option</b>	3 ALS Ambulances	\$ 0
Year 3	3 ALS Ambulances	\$ 0



Year 4	3 ALS Ambulances	\$ 0
Year 5	3 ALS Ambulances	\$ 0

**ADDITIONAL CHARGES:**

Description	Fee
Novi Police Department Requested Blood Draws	\$85

**IMPORTANT:** The service provider must include an *Ambulance User charge Schedule with their proposal document to be considered for award.* – Please reference ADDENDUM I for additional billing information and Ambulance User Charge Schedule.

**Does the Company plan to utilize the two City of Novi facilities (25804 Beck Road and 42785 Nine Mile Road)?**

Yes

**INSURANCE:**

- ☒ We Can meet the specified insurance requirements.  
☐ We Cannot meet the specified insurance requirements.  
☐ We do not carry the specified limits but can obtain the additional insurance coverage.

☒ We have included required copy of our current insurance certificate with our proposal submission.

*\*Please find Superior Air-Ground Ambulance Service of Michigan's current insurance certificate located in **ADDENDUM D**.*

**REFERENCES:**

Providers shall submit a complete reference list consisting of agencies to which your company has provided services similar to those requested by the City of Novi (attached and mark REFERENCES for identification. List the three largest clients (by volume of runs) below.

*Please Reference **ADDENDUM J – Experience** for additional references.*

<b>AGENCY:</b>	Detroit EMS		
<b>ADDRESS:</b>	1301 3 <sup>rd</sup> Ave. Detroit, MI 48226		
<b>PHONE:</b>	313-237-6394	<b>CONTACT:</b>	Chief Sean Larkins
	<b>Ambulance Service:</b> ( <input checked="" type="checkbox"/> ) Yes ( <input type="checkbox"/> ) No <b>MFR:</b> ( <input type="checkbox"/> ) Yes ( <input checked="" type="checkbox"/> ) No		

<b>AGENCY:</b>	City of Rochester Fire Department		
<b>ADDRESS:</b>	277 E. 2 <sup>nd</sup> St. Rochester, MI 48307		
<b>PHONE:</b>	248-651-4470	<b>CONTACT:</b>	Chief John Cieslik
	<b>Ambulance Service:</b> ( <input checked="" type="checkbox"/> ) Yes ( <input type="checkbox"/> ) No <b>MFR:</b> ( <input type="checkbox"/> ) Yes ( <input checked="" type="checkbox"/> ) No		

<b>AGENCY:</b>	Riverview Fire Department		
<b>ADDRESS:</b>	18500 Civic Park Dr. Riverview, MI 48193		
<b>PHONE:</b>	734-785-7350	<b>CONTACT:</b>	Chief Clifford Rosebaum
	<b>Ambulance Service:</b> ( <input checked="" type="checkbox"/> ) Yes ( <input type="checkbox"/> ) No <b>MFR:</b> ( <input type="checkbox"/> ) Yes ( <input checked="" type="checkbox"/> ) No		

**EXEPTIONS TO SPECIFICATIONS (all exceptions must be noted here or included on an additional sheet:**

Superior Ambulance is not requesting any exceptions to the proposed services.

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**COMMENTS:** N/A

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**We acknowledge receipt of the following Addenda:** Addendum #1 and Addendum #2

**NON-IRAN LINKED BUSINESS:**

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1) that I am duty authorized to legally bind the company submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2€ of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) that I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

**THIS PROPOSAL SUBMITTED BY:**

Company (Legal Registration) SUPERIOR AIR-GROUND AMBULANCE SERVICE OF MICHIGAN

Address: 200 CENTERWOOD DRIVE

City WARREN State MICHIGAN Zip 48091

Telephone (630) 903-2209 Fax (630) 903-2859

Authorized Representative's Name MARY FRANCO

Authorized Representative's Title VICE PRESIDENT

Signature 

E-Mail MFRANCO@SUPERIORAMBULANCE.COM

Date 10/24/17

**Hold Harmless Clause**

To the fullest extent permitted by law, the SUPERIOR AIR-GROUND AMBULANCE SERVICE OF MICHIGAN

(Name of service provider)

agrees to defend, pay in behalf of, indemnify and hold harmless the City of Novi, its City Council, all elected and appointed officials, employees, volunteers, and others working on behalf of the City of Novi against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Novi, its elected and appointed officials, employees, volunteers or other working in behalf of the City of Novi members by reason of personal injury, including bodily injury and death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract unless such injury, death or damage is caused by City of Novi employees.

Signature of Authorized Representative \_\_\_\_\_



## **EMS Bid Proposal Questions – Superior**

**Please respond in writing to each of the questions below:**

-Cost breakdown for services charged to resident...base price verse total (explain in detail all costs from the proposal...) also how the reduced subsidy works?

A.) \$1100.00 BLS/\$1400.00 ALS. Please note: If the patient has Medicaid we can only bill to Medicaid and accept what Medicaid pays and write off the rest \*If the patient has Medicare we accept Medicare assignment \*If the patient has commercial insurance we bill and work with that payor \*If the patient has no insurance we work with the patients on a case by case patient to figure out an appropriate payment plan/structure

-After 3 attempts for billing, do you send to collections?

A.) We do not send any residents to collections.

-What do you do about bariatric patients (what will be your capabilities?) -Will you have a supervisor on shift to respond if the need was to arise? Where are they coming from? Are they trained in IC/NIMS/ICS? How long in the position?

A.) We currently use the second generation Stryker power cots that have a 750 Lbs. capability for the power function and a manual function for patients over that amount. These cots come equipped with side rails that adjust outward or away from the patient and allow the cot to provide the same width as the older bariatric cots.

In the event that a supervisor is needed one could respond in very short order. We have an internal incident command process that we have utilized recently during the possible evacuation of Henry Ford West Bloomfield hospital. This plan includes the National Incident Management core concepts. We have several members of leadership that are trained in NIMS 300 & 400 and all employees are required to be trained in NIMS 100, 200, 700, 800 and .005. Our leadership trained in 300 & 400 have been in their positions for a minimum of 8 years.

-What is your contingency list once all your 3 ambulances are exhausted? 4th, 5th, 6th, etc.? Have you already made formal agreements with other EMS providers to cover these anomalies?

A.) We currently deploy a fluid demand system that includes both static and dynamic deployment of ambulances. This will allow for us to rotate crews in to Novi seamlessly. We have Mutual aid agreements with several agencies in the area including Concord EMS and Universal EMS and we would look to expand upon that list if we were awarded the contract for the City of Novi.

-Is your dispatchers EMD certified and once the scene a call will they update Novi dispatchers of the status of a calls priority? What is NorComm? Is the center in Chicago or Warren? What's the back up if the system fails?

A.) Our dispatchers are EMD certified through The International Academy of Emergency Medical Dispatch (IAEMD). Our dispatchers will work directly with City of Novi dispatchers. Norcomm is part of Superior Ambulance; it is a Public Safety Communication 9-1-1 call center servicing police, fire and EMS for villages, cities and fire protection districts located just outside of Chicago. Superior Ambulance has three dispatch locations with Corporate Headquarters located in Elmhurst, Illinois including back-up dispatch center in the basement of the building as well as Dispatch Center in Warren, Michigan and Dispatch Center in Highland, Indiana. All Superior Dispatch Centers have numerous contingency back-up plans including back-up generators, back-up radio communications, data and telephone transfers and forwarding capabilities to each of the above mentioned locations.

- Do all vehicles have AVL, including the Novi units? Will Novi dispatch/FD have the ability to monitor?

A.) Each and every ambulance is equipped with Automatic Vehicle Location (AVL) devices that works directly with our CAD system, in addition we have secondary tracking system in places with Verizon PTT devices on all of our ambulances. Novi Dispatch/Fire Department will have ability to access and monitor dedicated rigs to City of Novi using Zoll "@Work" platform. Zoll "@Work" is extension to Zoll RescueNet CAD system which allows individuals with proper access to be able to view real-time map with dedicated rigs to City of Novi, vehicles locations and their appropriate status.

-Which CAD system are you currently using? Medical Priority Dispatch System?

A.) Currently we are using Zoll RescueNet Dispatch Computer-Aided Dispatch (CAD) system. For EMD we are using IAEMD Medical Priority Dispatch System Version 13.

- Does each rig dedicated to Novi have MDT w/GPS mapping capabilities?

A.) Rigs dedicated to City of Novi will have Mobile Data Terminal (MDT) inside each vehicle. GPS mapping capabilities will depend on access and configuration on recommended devices by the City of Novi Primary PSAP.

-What will you do if a truck breaks down? What's the plan? How long will it take to get another rig to Novi city limits?

A.) One of the advantages to our fluid demand model is that we have the ability to move resources quickly where they are needed. We also manage our own fleet repair operation which does have mobile response capabilities. In the event that

we have a vehicle break down we would immediately move another unit into the city to cover. In addition, our dedicated crew would have another vehicle brought to them to continue their duty.

-Can you provide credentials/licenses/CE's for all members working in Novi?

A.) We would be willing to provide any and all credentials and licenses of our employees that will be working on the dedicated Novi ambulances.

-What will be the highest mileage a vehicle will stay in-service before taken out of service?

A.) The ambulances that will be used for the City of Novi will meet years of age requirement requested in the RFP. As such, all vehicle being assigned to the city will be relatively low in miles.

-Ambulance maintenance records for Novi rigs? Periodic spot checks?

A.) All service records for these ambulances will be made available at any time during the duration of the contract. We will perform periodic spot checks as City officials deem necessary.

-What the training plan for teams assigned to Novi?

A.) All employees of Superior Ambulance are trained on the system protocols of all the MCA's in which we operate. (Macomb, Oakland, Detroit East and HEMS) All crews wishing to work for the City of Novi will be made to apply and interview with Superior leadership prior to being assigned to the contract. Each crew member will need to prove proficient in their knowledge of the Oakland county protocols and maintain proficiency through ongoing testing and education.

-Where are the closest units once the 3rd Novi ambulance is exhausted? Superior: Bid shows 28462 Franklin River Dr. (12 Mile and Telegraph)

A.) As mentioned previously, we use a mixed deployment model rather than having all of our ambulance responding from stations. Technically speaking, our closest station is located at 20992 Bridge St. in Southfield (8 Mile Rd. and Telegraph Rd.) We do have two (2) 24 hour ALS vehicle at this station there but we also have numerous system status managed vehicles that will be deployed closer to the City. As for the 28461 Franklin address, if that was listed in our proposal it was done in error. We have never had a station at that location.

-What is your plan for conflict/complaint resolution? If brought up how will it be promptly processed and effectively handled?

A.) Should the actions of our crews be a cause for concern we will act swiftly to investigate the event. We will obtain written statements and conduct interviews immediately to gain an understanding from all side. We use a conflict resolution process called "Just Culture" to evaluate any complaint or conflict that should arise. This allows us to evaluate any possible "system failures" that may have occurred and added to the undesirable outcome. We will share the outcome of the investigation with City officials and will remove an employee should they be found unable to perform to the level the City expects.

-Will the company's data be used to establish the 90%? Novi also runs a quality check of the raw data, if a discrepancy is found, how will it be resolved?

A.) We currently evaluate our response performance daily for all of our business models. We will share this data as often as the city requires. In the vent that we find that we have not met the required response time we will report our findings to City officials including our resolution plan as the scenario requires.





December 07, 2017

Superior Air Ground Ambulance of Michigan, Inc.  
2000 Centerwood Dr.  
Warren, MI 48091

City of Novi  
45175 Ten Mile Road  
Novi, MI 48375

RE: Resident Balance Billing Policy

To Whom It May Concern:

This letter is in response to a request to clarify billing practices for Novi residents transported under an emergency response contract with the City of Novi. Specifically, this letter serves to address the rate adjustments for balance billing.

Superior Air Ground Ambulance of Michigan, Inc. ("Superior") in agreement with the City of Novi, will make special adjustment to the following contracted ground ambulance trips:

When a patient is documented as a resident of Novi, and the patient responsibility is greater than \$800.00, the balance will be adjusted to not be greater than \$800.00. Superior may bill at its usual and customary rates in this situation, as long as the responsibility to the resident is less than the established limit.

Sincerely,

A handwritten signature in purple ink that reads "Mary Franco".

Mary Franco  
Vice President



# **Request for Proposals For Emergency Medical Services (EMS)**



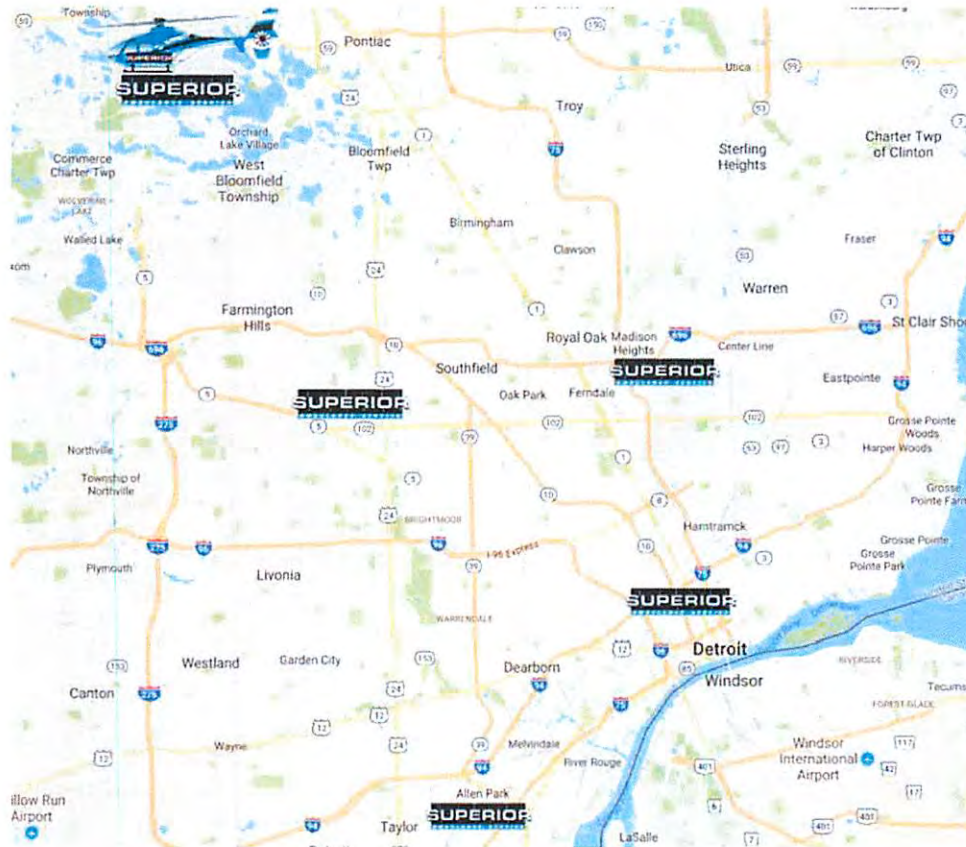
**Superior Air-Ground Ambulance Service, Inc., of Michigan**

**ATTN: City of Novi City Clerk's Office  
45175 Ten Mile Road  
Novi, MI 48375-3024**

**Due Date: October 26, 2017**



## Superior Air-Ground Ambulance Service of Michigan



Warren  
Detroit  
Allen Park  
Southfield  
Waterford Township (Pentastar Aviation)

72 Ambulances  
1 Aeromedical Helicopter





October 26, 2017  
Sue Morianti, Purchasing Manager  
City of Novi - City Clerk's Office  
45175 Ten Mile Road  
Novi, MI 48373-3024

Dear Ms. Morianti,

Superior Air-Ground Ambulance Service, Inc. of Michigan welcomes the opportunity to propose Emergency Medical Services (EMS) to provide 24 hours per day, 7 days a week, 365 days per year, Advanced Life Support (ALS) emergency medical services (EMS) to the citizens, workers, and visitors of the City of Novi. It is Superior Ambulance's intention to meet and exceed the City of Novi's service level and response expectations by providing the highest quality EMS staff and services.

With over 58 years in providing EMS, we are very proud to announce Superior Air-Ground Ambulance Service of Michigan, Inc. has recently completed all components required for the accreditation process through the Commission on Accreditation of Ambulance Services ("CAAS"). We are confident in the expectation that the CAAS Panel of Commissioners will grant Superior Air-Ground Ambulance Service of Michigan, Inc. accreditation status at the October 30, 2017 panel meeting. Please reference **ADDENDUM K** for additional information.

**Superior of Michigan at a Glance:**

- Seventy-Two (72) Ambulances
- Five (5) Stations
- One (1) Aeromedical Helicopter
- Detroit EMS Private Provider Emergency Response System
- 9-1-1 for the City of Rochester Fire Department - Provide Firefighter/Paramedics and EMT's

**Summary of Proposed Services:**

- Three (3) ALS Ambulances
- Staff and provide EMS 24 hours per day, 7 days a week, 365 days per year
- Alternate 2: Seven (7) minute response time
- Extensive number of back-up units and mutual aid opportunities
- Hire all current employees with the assurance those employees will continue serving the City of Novi as the 9-1-1 EMS responders
- Complete blood draws on behalf of the Novi Police Department.
- Lease and utilize the Old Fire Station #4 and City of Novi's current Fire Station No. 3

Superior Ambulance would like the opportunity to meet with the City officials and/or the deciding parties to discuss a fee schedule as partners in providing care to the community. Please feel free to contact me directly at (630) 235-5418 or at [mfranco@superiorambulance.com](mailto:mfranco@superiorambulance.com).

Sincerely,

A handwritten signature in cursive script, appearing to read "Mary Franco".

Mary Franco, Vice President  
Superior Air-Ground Ambulance Service, Inc.



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## SECTION I: OVERVIEW

**Anticipated Services:** Superior Ambulance is a qualified provider for the provision of advanced life support ambulance and related services for the City of Novi. Superior Ambulance is proposing three (3) ALSO dedicated ambulances to service the City of Novi.

**Proposal Alternates:** Superior Ambulance agrees to the terms and believes they can meet and exceed the Alternate 2 as follows per the Novi RFP:

### **Alternate 1 - Seven and on-half (7.5) minute response time**

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven and one-half (7.5) minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed twelve (12) minutes. Response time to non-emergency (Priority 3) or downgraded calls, shall be less than twelve (12) minutes, 90% of the time and shall not exceed fifteen (15) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this agreement.

### **Alternate 2 - Seven and on-half (7) minute response time**

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven and one-half (7) minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed twelve (12) minutes. Response time to non-emergency (Priority 3) or downgraded calls, shall be less than twelve (12) minutes, 90% of the time and shall not exceed fifteen (15) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this agreement.

**Definitions:** Priority 1 and Priority 3 definitions can be found in Oakland County Medical Control Authority Policy.

Superior Ambulance understands these definitions and where to find the full description of Priority 1 and Priority 3 in Oakland County Medical Control Authority Policy.

**Contract:** A sample contract is included as part of these specifications. Superior Ambulance does not have discrepancies regarding the number of ambulances and the associated response times.

**Contract Term:** It is the intent of the City of Novi to enter into a contract with the provider than can

provide the highest level of service at the lowest cost to the municipality. The contract award shall be for a period of two (2) years with an option to renew for an additional three (3) years in one (1) year increments. **The proposal shall include and implementation schedule which shall not exceed 45 days.**

Superior Ambulance agrees to the contract terms and believes to provide the highest level of service to the City of Novi. Superior has developed and implemented cost savings plans, setting ambitious goals of cutting expenses and increasing margins with all our continued partnerships. Superior Ambulance wishes to do this with the City of Novi.

Please reference **ADDENDUM G** for the implementation schedule.

**Contract Termination:** The City may terminate this Agreement without cause and for any reason by providing written notice to the other party **ninety (90)** days prior to the date of termination.

Superior Ambulance agrees and understands the *contract termination*.

**Desired System:** The desired system will consist of advanced life support ambulances for transportation that will be assigned to and operate from the City. In order to assure continuity of care, it is anticipated that one provider will be chosen to provide advanced life support ambulance service.

Superior Ambulance agrees and understands the *desired system*.

**Historical Call Volume:** Historical Call Volumes (emergency & non-emergencies) will be provided at the mandatory pre-bid meeting.

Superior Ambulance is proposing services based on the data received during the City of Novi Emergency Medical Transportation RFP process.

**Other Considerations:** The successful provider may use a portion of the building located at 25804 Beck Road, known as Old Fire Station #4 for a monthly cost of \$1,000 per month plus utilities. The provider shall service the snow removal. The provider shall pay any damages to the property that is caused by the Company. Provider may use the vehicle bay area and the interior living area of the building. All use is subject to the terms and conditions as outlined in the attached contract.

The successful provider may use designated space within the City of Novi's current Fire Station No. 3, located at 42785 Nine Mile Road. Provider may have temporary access to a designated area within the vehicle bay and the interior living areas at night and on weekends when the building is not staffed by City fire personnel. All use is subject to the terms and conditions as outlined in the attached contract. These locations will be available for a walk-through on the date of the Pre-Proposal Meeting.

Superior Ambulance agrees to these considerations and would like to work with the City of Novi to utilize both proposed locations: Old Fire Station #4 and the City of Novi's current Fire Station No. 3. Superior Ambulance agrees to the payment and leasing terms addressed within *other considerations*.





Superior Ambulance Service was founded in 1959 by David and Blanche Hill offering the first emergency ambulance service in DuPage County, Illinois. Since inception, Superior Ambulance has grown to offer many different services within the EMS industry. Currently, the organization is privately owned by CEO and President, David B. Hill III, and is headquartered in Elmhurst, Illinois.

Superior Ambulance is the largest independently owned and operated emergency medical service (EMS) provider in the Midwest. Michigan Operations are headquartered in Warren, Michigan. With over 2,300 employees, the organization offers all levels of service: courier, medicar (wheelchair), basic life support (BLS), advanced life support (ALS), critical care transport (CCT) and rotor wing aeromedical transport. Superior Ambulance operates over 300 ambulances, in Illinois, Indiana, Ohio, Michigan and Wisconsin. Employees are based in "satellite" locations to ensure excellent response times to our partners, as well as for an increased geographic awareness for providing the highest level of care. These locations house BLS, ALS and CCT ambulances based on the needs of our partners.

The current Principal Officers and Contract Manager with years at the Superior Ambulance are as follows:

**President/CEO**

David B. Hill III, 46 Years

**Vice Presidents**

David Curtis, 25 Years

Mary Franco, 23 Years

Kimberly Pate Godden, 10 Years

Mike Tillman, 15 Years

**Chief Financial Officer**

Frank Leonard, 3 Years

**Michigan Executive Director**

Andy Brown, 12 Years



**Company Strengths:**

- Family Owned since 1959
- Largest privately held Ambulance Company in the U.S.
- Sustained industry growth and innovation.
- Five States Strong: Illinois, Indiana, Ohio, Michigan, and Wisconsin
- \$20 Million Liability Insurance

**Superior Strengths:**

- Superior is your partner providing excellence in healthcare.
- Successfully integrated patient movements for large health care systems including internal and external transportation.
- Quality Improvement and Evidenced Based Practices. Maintains best practices by reviewing detailed reporting and collaboration to improve patient care.
- Actively involved at the local and national level in EMS organizations.
- Participant, Illinois State Ambulance Association, Michigan Association of Ambulance Services.
- Active member of the Indiana EMS Association
- On the forefront of EMS legislation and regulations for the advancement of EMS.
- Innovative Thinking – always striving to provide better service through technology, education, practices and relationships.



## Business and Background

Superior Air Ground Ambulance was founded in 1959 by David and Blanche Hill offering the first emergency ambulance service in DuPage County, Illinois. In the past 53 years, Superior Ambulance has grown to offer many different services within the EMS industry.

1968 Superior Air Service is founded, providing air transportation to any place in the world.

1981 David B. Hill III became President and Owner, continuing his family's tradition of setting high standards for the ambulance industry.

1984 First Critical Care Transport program in Illinois.

1997 Superior Ambulance Service establishes operations in northwest Indiana, opening a station in Schererville with 5 ambulances.

2000 Superior Ambulance elevates Critical Care Transport to a new level by incorporating RN employees to function as crew, on CCT ambulances, eliminating the need for hospitals to send their own staff on transports.



December Superior Ambulance Service purchases Co-Med out of bankruptcy. This acquisition expanded Indiana operations to include the towns of Highland and Munster. With 15 additional ambulances, Superior provided 911 and non-emergency transports.

2003 Merrillville and Valparaiso stations opened.

2005 Michigan City station opened in Indiana

August 2005 Superior Ambulance Service partners with Henry Ford Health System launching Superior to Detroit, Michigan.

- 2007 Superior Ambulance Service partners with Metro Aviation to provide aeromedical service to the Northern Illinois and Northwest Indiana region.
- 2010 Superior Ambulance launched Superior Air Med 2 providing aeromedical service to the Detroit area.
- 2011 Superior Ambulance begins partnership with PANDA ONE providing aeromedical transportation for the ICU team bringing critically ill neonate and pediatric patients to the Children's Hospital of Michigan.
- 2012 Superior Ambulance dedicates two ambulances to the City of Detroit EMS.
- 2017 Superior Air-Ground Ambulance Service of Michigan, Inc. becomes the first region to submit and meet the requirements for accreditation through the Commission on Accreditation of Ambulance Services ("CAAS"). CAAS accreditation status is pending approval by the CAAS Panel of Commissioners on October 30, 2017.

**Experience**

Superior has been actively providing 9-1-1 services since the company was established.

- 1950's – Superior provided all 9-1-1 ambulance service for DuPage County, Illinois
- 1960's – Superior expanded 9-1-1 services to Indiana providing emergency ambulance service to the City of Gary and Lake County, Indiana
- 1970's – Superior enters Air Medical Transport Services
- 1980's – Superior establishes Metro Paramedic Services, a contract paramedic service providing vehicles and personnel to communities.
- 1990's – Superior continues to grow and expand Metro Paramedic Service, begins NORCOMM Public Safety Communications to provide 9-1-1 dispatching services to communities and adds Paramedic Billing Services to contract with communities to provide EMS billing services.
- 2000's – Superior Air Med is launched, allowing access to helicopter services on scene of accidents for rapid transport of patients to trauma centers.

Superior Air-Ground Ambulance Service, Inc. along with its subsidiary, Metro Paramedic Services, provides EMS personnel, Firefighting personnel and leases medical equipment including ambulances to the following communities and Fire Protection Districts:

**Michigan Municipal Operations**

Detroit EMS Private Provider Emergency Response System

City of Rochester Fire Department. Provide Firefighter/Paramedics and EMT's

**Indiana Operations**

Chesterton F.D.

ArcelorMittal Mill – Burns Harbor

Burns Harbor F.D.

Merrillville F.D.

East Chicago F.D.

Dyer F.D.

**Illinois Municipal Operations**

Grayslake F.P.D.

Elmhurst Fire Department

Cicero Fire Department

Warrenville F.P.D.

Countryside F.P. D.

Round Lake F.P.D.

Elwood F.P.D.

Antioch Rescue Squad

Munster F.D.

*Griffith F.D. – January 1<sup>st</sup>, 2018*

Mundelein F.P.D.

Bloomfield Genoa City Fire Department

Roselle Fire Department

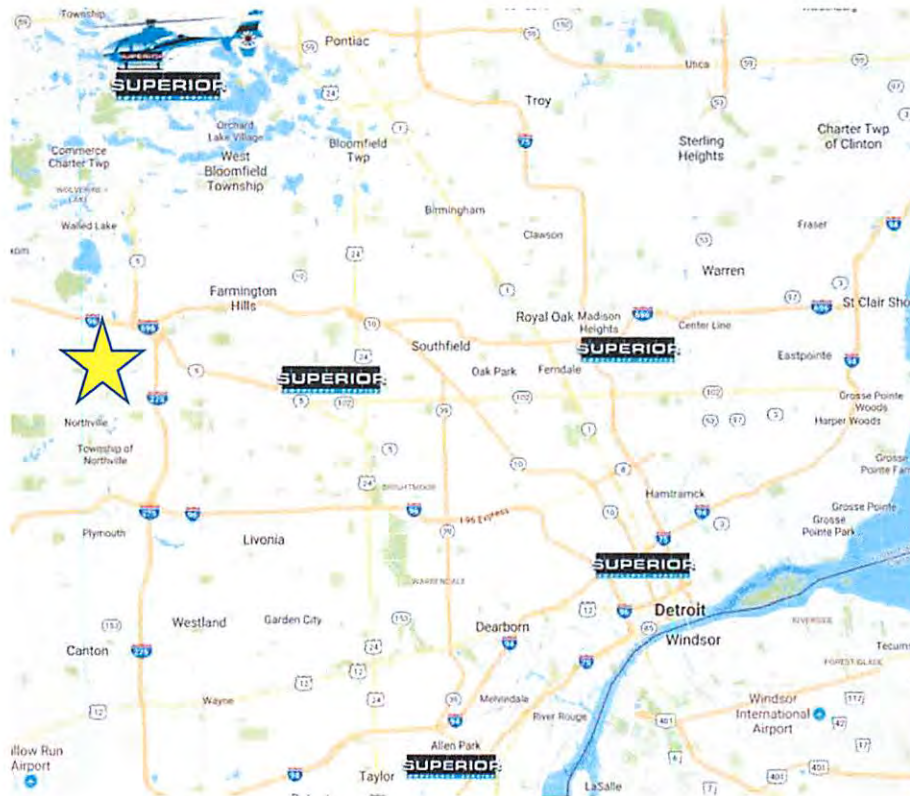
Exxon Mobile Joliet Refinery

Fox Lake Fire Department

Walworth County, WI F.P.D.

Village of Bellwood

**Michigan Station Location Map (Novi Area)**



Superior offers all levels of medical transportation services from Basic Life Support Ambulances to Air Ambulance Services. Currently Superior Ambulance operates 72 ambulances and 1 helicopter in Michigan. Our current locations include Warren, Detroit, Allen Park, Southfield, and Waterford Township. The entire fleet includes 295 ambulances in Illinois with 85 wheelchair vans and 60 ambulances in Michigan.

**Total Fleet:      Ambulances 295      Wheelchair Vans 96**





### **Benefits of a Corporate Partnership**

The City of Novi requires a partner who has vast resources to meet the needs of the community. Superior Ambulance has the resources to meet those needs and can offer the City of Novi the following:

- **Professionalism - Our staff is a direct representation of the City**  
Superior invests in our number one resource – our people. Beginning with orientation, the culture and values of our organization are imprinted upon our employees. We take pride in our appearance, our vehicles and our response to a changing health care environment. We support continuing education i.e. sponsorship in EMT class, Paramedic Courses, and Critical Care Courses. We actively provide certification courses in-house and in-station EMS continuing education as required by the EMS Systems we participate in.
- **Frictionless Service**  
Superior offers the City of Novi an all encompassed solution to medical transportation. The vast resources and mutual aid assistance with surrounding municipalities and healthcare partners will allow Superior to provide the highest level of care to the City of Novi.
- **Continuity of Care**  
Superior Ambulance will be the link between both the community members, healthcare locations and the City of Novi in providing personal and collaborative care to the patient. Superior Ambulance also has a Critical Care Division providing both ground and air transportation. Through these teams, patients will receive the highest quality healthcare in the Region.



## **Critical Care Services**

Superior Ambulance offers both air and ground Critical Care Transport. We currently provide these service in 3 States. The key to a successful critical care division is the ability to meet the needs of all patients. The Superior Communications Center will handle all the arrangements so there is no need for either the transferring or receiving facility to secure alternative transport. Superior Ambulance provides three tiers of Expanded Scope and Critical Care Transport, including aeromedical transport. CCT personnel involved in the transfer of unstable, critically ill, or injured patients can continuously monitor and assess the patient's condition and to intervene appropriately. At a minimum, this would require skill and knowledge in the areas of:

- Advanced airway management;
- Ventilator management;
- All forms of medication and blood product administration;
- Advanced knowledge of vasoactive and antiarrhythmic drugs
- Circulatory management and support including IABP, LVAD, hemodynamic monitoring

### **Critical Care Personnel**

- Are experienced Paramedics and ER/ICU Registered Nurses who have been interviewed and selected for the Critical Care Team
- Maintain CPR, ACLS, PALS, NRP, and Trauma certifications
- Complete a 100-hour accredited Critical Care Paramedic course (Paramedics) or Critical Care Refresher Course (Nurses)
- Participate in over 30 hours mandatory Critical Care Continuing Education every year including Protocol Exams, Competency Testing, and Dynamic Human Patient Simulation Scenarios
- Obtain CFRN / FP-C board certification (Flight)
- Obtain CTRN / CEN / CCRN / CCP-C board certification (Ground)



**All Superior Ambulance RN's are employees of Superior Ambulance Service.**



## Co-Branding of Vehicles



Superior offers co-branding of vehicles to our preferred customers. The ambulance shown below is an ambulance used for transport of DMC Children's Hospital of Michigan Panda One pediatric transport team. Co-branding is not limited to only ambulances. Co-branded vehicles are dedicated to the geographical region where they are located. The City of Novi representatives can explore co-branding opportunities with Superior Ambulance.





Superior Air Ground Ambulance owns and operates a fleet of 72 ambulances in Michigan. In addition to our Michigan fleet, Superior owns and operates 143 ambulances in Illinois and 55 in Indiana. As part of our operating company, we have a staff of full time mechanics which maintain the fleet at its own maintenance facility. We staff the maintenance facility with 24 hours on call mechanics to ensure that we are able to keep a full deployment of vehicles available to our partners.

- **Multiple Transport Modalities**

- Courier Services
- Courtesy Van (Co-branding available)
- Transplant/VIP vehicle
- Basic Life Support
- Advance Life Support
- Advanced Scope of Practice ALS
- Critical Care Transport
  - Staffed with UMBC educated CCT Paramedics and CCT RN's





**SECTION II: OPERATIONAL REQUIREMENTS – AMBULANCE SERVICE**

- A. **Response Time** – *The City standard will be seven and one-half (7.5) minutes for 90% of Priority 1 responses or seven (7) minutes for 90% of Priority 1 responses depending upon the Alternate that is chosen. Response time criteria shall not apply to incidents that are dispatched as non-emergency (Priority 3) or downgraded to non-emergency prior to the arrival of the ambulance. There shall also be consideration given for area wide weather emergencies including but not limited to: snowstorms, ice storms, high winds, etc.*

Superior Ambulance understands, as well as believes they can meet and exceed the City standard response times of seven and one-half (7.5) minutes for 90% of Priority 1 responses or seven (7) minutes for 90% of Priority 1 responses depending upon the Alternate that is chosen. The variance of unforeseen circumstances or weather emergencies may alter response times.

- B. **Deployment Plan** - *The provider shall include in its initial proposal a proposed deployment plan for each Alternate, indicating the number of units required to meet the response time standard and the backfill (move up) strategy. The deployment plan shall specify the required unit coverage by hour and day of the week. A data prediction for service to incorporate into the deployment model is preferred.*

Superior agrees to the start date of January 22, 2018 and is proposing three (3) dedicated ALS ambulances to the City of Novi in providing emergency medical transportation. Superior will utilize the City of Novi Old Fire Station #4 and current Fire Station No. 3. Superior agrees to meet the leasing terms proposed by the City of Novi when utilizing the space. Superior believes three (3) dedicated ALS Ambulances will meet the response time standard for the City of Novi and will utilize mutual aid from the remaining ambulances Superior has in Southeast Michigan if needed. In addition, Superior will interview and recruit any of the paramedics working on the contract that the city deems worthy.

Please reference **ADDENDUM G** for the Superior Ambulance City of Novi EMS Implementation and Deployment plan.

- C. **Licensure** - *The provider's service area, vehicles, and personnel shall be appropriately licensed including those specifically required by the Michigan Department of Consumer and Industry Services. A copy of your company's State of Michigan license to provide services in Michigan is required.*

Superior Ambulances service are, vehicles and personnel are appropriately licensed including those specifically required by the Michigan Department of Consumer and Industry Services. Please reference **ADDENDUM A** for a copy of Superior Ambulance's State of Michigan License.

- D. **Advanced life Support** - *All ambulances utilized by the provider shall be capable of providing advanced life support in accordance with the Oakland County Medical Control Authority and Health Emergency Medical Services, Inc.*

Superior Ambulance has is proposing emergency medical services (EMS) with advanced life support (ALS) in accordance with the Oakland County Medical Control Authority and Health Emergency Medical Services, Inc.

- E. Vehicles** - *Providers shall include in their proposal the specific information for the vehicles they propose to utilize including age, type, and mileage. All vehicles shall be maintained in safe operating condition. Vehicle chassis over 5 years old are not acceptable. Maintenance logs shall be maintained for each vehicle and be available for inspection. Providers shall indicate what preventative maintenance programs are in place and shall indicate the number of "critical vehicle failures" per 100,000 miles driven for the last three years. Providers shall include the procedure their company uses to maintain and repair their vehicles including how, when, and where the vehicles are serviced.*

Superior Ambulance of Michigan vehicles comply with all applicable federal, state, county and city licensing requirements. Each vehicle operated by Superior is maintained in safe operating condition by our Fleet Maintenance and Repair division. Superior's Fleet Manager closely monitors preventative maintenance schedules. All necessary vehicle maintenance is completed in our maintenance facility in Allen Park, Michigan, which is a State Licensed repair facility. Superior has extensive preventative maintenance programs in place which includes the procedure to maintain and repair vehicles including how, when, and where they are serviced. Vehicles are inspected on a daily basis and have regularly scheduled preventative maintenance performed, based on unit mileage, to ensure the vehicles provide safe and reliable transportation in both emergency and non-emergency situations.

Please reference **ADDENDUM C** for vehicle maintenance checklist sample, preventative maintenance schedule, and a description of Superior Vehicle Maintenance Department. All Superior Ambulance vehicles are maintained in safe operating condition. Superior agrees that the vehicle chassis over five (5) years old are not to be used on the City contract. Maintenance logs are kept for each vehicle and are available for inspection if requested by the City. Once awarded, Superior proposes the option for the City to approve the vehicles that will be providing EMS on behalf of Novi. Superior will provide the City of Novi the number of critical vehicle failures per 100,000 miles for the last three (3) years once awarded and when the City is selecting the most desired vehicles to meet Novi age requirements. Personnel and vehicles are two components that will leave a lasting impression. Superior is proposing the option to have the City of Novi be a part of the selection process.

- F. Reports** - *Response time summaries, by participating entity and by other geographic zones as may be designated, including the listing of all response time exceptions, shall be reported at least monthly. These reports shall include: compliance with response time standards in a format prescribed by the City including the ability to sort by entity, and other geographic zones as may be designated; incidents of unit breakdowns, listing of calls referred to other agencies, "Level-0" time, mutual aid response times, call downgrades and other reports used to determine contract compliance, these reports may vary from month to month depending on specific issues that need to be addressed. In addition to hard copies as required, data shall be*

submitted to the City in primarily electronic format. The provider shall also submit required information to the City in a manner and format prescribed by the City [i.e. compatibility with an information system prescribed by the City). Non-compliance with this provision will be subject to contract termination based upon the 90-day notice provision.

Superior Ambulance is able to produce customizable reports on a regular basis or as requested for specific information gathering. With our technology and quality programs, we are able to quickly access information. Below are a few examples of general reports currently being generated upon partner requests:

### Trip List - Dispatch Response Time Target 5 Minutes (Assigned to At Scene)

Trip Date IS BETWEEN 09/16/2017 AND 09/16/2017; AND Status IS Assigned OR Billed OR Closed OR Complete OR Verified; AND Call Types IS EMERGENCY 911 CALL

Trip Date	Run #	Call Type	Pick Up Location	MCA	Assigned	At Scene	R/T	Cancel Reason
-----------	-------	-----------	------------------	-----	----------	----------	-----	---------------

Total # of Calls:	0
Total # of Cancelled Calls:	0
Total # of Transports:	0
Transports over 5 mins:	0
Transports under 5 mins:	0
% Transports over 5 mins:	
% Transports under 5 mins:	
Average Response Time:	

Key: PICU Car with I PICU Car WITHOUT LGH RN (CCT RN & Paramedics only)										NOVEMBER 21		
Trip #	Patient Name	Trip Date	D.O.B.	Referral Facility	Referral Unit	LGH Unit	Notified	SAS	At LGH for team	En Route		
147,917		11-01-2011	2008-01-16	GOOD SHEPHERD	PICU	PICU	12:24	12:40	12:42			

Run#	Date	TOTAL ON SCENE TIME	REASON FOR DELAY	PICK-UP FACILITY	DROP-OFF FACILITY	TYPE	PRIORITY	Peds	Peds	Peds	Peds	Peds
275753	8/11/2015	0:31:22	Upstairs The RT	xxx	xxx	ALS	ASAP	ALS	Peds	11:13	11:36	11:36
263077	8/20/2015	0:33:27	Waiting On Meds	xxx	xxx	ALS	ASAP	ALS	Peds	11:50	12:08	12:19
277446	8/24/2015	0:35:00	Staff Delay	xxx	xxx	ALS	EMERGENCY-1	ALS	Peds	0:08	0:22	0:25
269735	8/17/2015	0:35:13	Staff Delay	xxx	xxx	ALS	ASAP	ALS	Peds	4:35	4:56	4:56
263644	8/12/2015	0:36:38	Portable Work	xxx	xxx	ALS	ASAP	ALS	Peds	23:49	0:04	0:08
277448	8/24/2015	0:38:04	Staff Unavailable at Dispatch	xxx	xxx	ALS	EMERGENCY-1	ALS	Peds	10:56	11:09	11:14
260778	8/26/2015	0:40:25	Pump Set Up/2nd	xxx	xxx	SGT-INDEPENDENT	ASAP	ALS	Peds	17:46	17:58	18:11
267111	8/14/2015	0:40:06	Dispatched Late RT	xxx	xxx	ALS	ASAP	ALS	Peds	5:24	5:42	5:51
267009	8/19/2015	0:44:30	Paramedic	xxx	xxx	ALS	ASAP	ALS	Peds	16:51	17:11	17:28
263729	8/28/2015	0:46:44	Paramedic	xxx	xxx	SGT-MEDIC-2	ASAP	ALS	Peds	21:35	21:48	21:52
271350	8/18/2015	0:52:17	Staff Delay	xxx	xxx	ALS	ASAP	ALS	Peds			
267530	8/14/2015	0:57:48	Equipment Set Up	xxx	xxx	SGT-MEDIC-2	ASAP	ALS	Peds			
263915	8/28/2015	1:09:51	RT not ready	xxx	xxx	ALS	ASAP	ALS	Peds			
263229	8/11/2015	1:19:16	Paramedic	xxx	xxx	ALS	ASAP	ALS	Peds			
265974	8/13/2015	2:32:50	Paramedic Staff	xxx	xxx	SGT-MEDIC-2	ASAP	ALS	Peds			

Run#	Date	TOTAL ON SCENE TIME	REASON FOR DELAY	PICK-UP FACILITY	DROP-OFF FACILITY	TYPE	PRIORITY	Peds	Peds	Peds	Peds	Peds
1014/2015 12:54	10/14/2015 12:54		St. Ann's Medical Center, Hoffman ERI									
1013/2015 7:30	10/13/2015 7:30		Resland Community Hospital, Ch2845									
1023/2015 11:33	10/23/2015 11:33		Rush Oak Park Hospital, Oak Park, IL									
1018/2015 23:40	10/18/2015 23:40		Waukegan Suburban Medical Center, Oak Park									
1019/2015 23:45	10/19/2015 23:45		Resland Community Hospital, Chicago									
1017/2015 4:08	10/17/2015 4:08		St. Margaret Health, Hammond, IN									
10110/2015 20:15	10/11/2015 20:15		Rush Cook County Medical Center, Duane & B.									

SUMMARY							
44	Total Responses	Transports to LGH Peds Unit:	8				
		Transports to LGH PICU:	30				
		Transports to LGH ER:	6				
		TOTAL Transports:	44				

- G. **Monthly meetings** - A supervisory member of the provider's staff shall participate in a monthly in-person meeting with the Director of EMS/Fire Operations or designee to assess the effectiveness of the program and jointly review and address any issues or concerns.

Superior Ambulance of Michigan Executive Director, Andy Brown, a supervisory member of Superior Ambulance's staff will participate in a monthly in person meeting with the Director of EMS/Fire Operations or designee to assess the effectiveness of the program and jointly review and address any issues or concerns.

**H. Personnel-** *The provider shall perform a CCH [Complete Criminal History] on all its Paramedics and Emergency Medical Technicians. Employees with a conviction for Criminal Sexual Conduct (CSC) or violation of the Controlled Substances Act shall not be allowed to work in the City area. Employees with a conviction for theft or larceny within the last five (5) years shall not be allowed to work in the City area. The provider shall perform a Complete Driving History on all its Paramedics and Emergency Medical Technicians in the beginning of the contract and continually through the engagement period, in advance of any new employee working in the City. Employees with two or more convictions for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level [UBAL], Operating While Intoxicated [OWI], Operating While Visibly Impaired [OWVI], Operating While Under the Influence of Narcotic [OUIN], or any two or more convictions of any combination thereof, shall not be allowed to work in this area. Employees with a conviction for Operating Under Influence of Liquor [OUIL], Unlawful Blood Alcohol Level [UBAL], Operating While Intoxicated, Operating While Visibly Impaired [OWVII], Operating While Under the Influence of Narcotic [OUIN], in the last five years shall not work in this area. The provider shall indicate how personnel are screened for motor vehicle operator records and what additional criteria are used for qualification and/or disqualification in the screening. All vehicle operators shall be required to attend a nationally recognized driver training program. The provider shall notify the Oakland County Medical Control Board, Health Emergency Medical Services, Inc. and the State Division of Emergency Medical Services if any of its Paramedics or Emergency Medical Technicians are criminally charged with any felony, or terminated from employment for any narcotic larceny or narcotic/alcohol use problem. The provider shall agree to remove for cause an employee from the City operating area upon written request of the fire or police chief of one of the City member communities.*

***Superior Ambulance agrees to meet and exceed the Personnel expectations of the City of Novi.***

When choosing an ambulance company for the transport of patients, the following must be weighed and considered: the patient experience; improving the transfer process; and keeping focus on the City expenses.

A quality patient experience hinges on the professionalism and care of the ambulance personnel. Superior believes our personnel are our most valuable resource. Superior invests in its employees beginning with the selection process and continues throughout their employment.

- Intensive Pre-Employment Screening Process.
- Background Check, Pre-Employment Drug screen and Physical prior to orientation.
- The applicant will provide copies of Licenses and Certifications, Driver's License, Driver's Abstract, as well as documentation to prove eligibility to work in the United States.



- Assured Drug Free Work Place – random drug testing program /post incident drug testing
- Extensive orientation including a certification class for BLS for the Healthcare Provider.
- Ongoing continuing education provided in station.
- Annual Performance Driven Evaluation Process.
- Annual Employee Refresher Course.
- Superior Tuition Assistance Program



### **Personnel Selection**



Our selection process starts with the review of the Application Packet; which includes an examination for the applicant's level of licensure. Applicants with an acceptable work history and examination score may be called in for a behavioral based interview. After a successful interview a conditional job offer may be made, and the applicant will consent to a Background Check, Pre-Employment Drug screen and Physical. The applicant will provide copies of Licenses and Certifications, Driver's License, as well as documentation to prove eligibility to work in the United States. Screening continues throughout the orientation process; successful completion is mandatory to service our customers. The employees are observed for a positive attitude, timeliness, and successful completion of each unit.

### **Strict Grooming Standards**

Appearance is one of Superior's core values. All applicants receive a copy of our grooming standards during the application process. Grooming expectations are again reviewed during the interview. During orientation, employees receive a handbook and sign a statement that they have acknowledged the information contained within. The employee handbook outlines the Uniform and Grooming Standards. Station managers monitor their employees, and we have spot checks in the field. Superior Ambulance is particular in regard to maintaining professional standards. Superior Ambulance is redefining the role of the traditional paramedic. As a private ambulance provider, Superior Ambulance is uniquely positioned to research other innovative patient mobility needs. These methods include developing a Patient Navigation Pathway that will help our partners with ED overcrowding and eventually impact throughput, or the Re-Admission Avoidance Program.

## **Education and Training**

Superior Ambulance believes that education is the foundation to delivering safe and appropriate care to patients. The focus on education begins with orientation. All personnel complete the following during orientation:

- CPR/BLS renewal
- Coaching the Emergency Vehicle Operator 3 (CEVO)
- OSHA
- Customer Service / Conflict Resolution
- HIPAA / Compliance

At the completion of orientation, Superior continues to support continuing education. ACLS, PALS, Bariatric Trauma Life Support and PHTLS/ITLS classes are offered several times each year. Superior mandates every employee attends an Annual Refresher Course on their anniversary month.

Superior Ambulance understands EMS serving and representing the City of Novi is a reflection of the City. Superior prefers the City of Novi has an invested interest in those chosen to provide EMS to the community. If an employee does not fit the interests of the City, Superior will find another suitable candidate.

- I. **Drug Testing** - The provider shall have a random and probable cause drug testing program for all personnel operating in the City area.*

Superior has a zero-tolerance policy and agrees to continue to have random and probable cause drug testing for all personnel operating in the City area. Please reference **Addendum E** for the *Superior Ambulance Drug and Alcohol-Free Workplace Policy*.

- J. **Quality Assurance Program** - The provider shall provide a description of the quality assurance program in place to continually assess the quality of treatment by EMS personnel.*

Superior Air-Ground Ambulance Service of Michigan ("Superior") has implemented, with Medical Director approval, a formal Clinical Performance Improvement Program ("CPIP") that is foundationally based on three (3) inter-connected CPIP policies. Superior also convenes a Professional Standards Review Committee ("PSRC") every quarter. Superior's contracted agency Medical Director(s), Howard Klausner, M.D. has complete oversight of the CPIP through active involvement in all areas of clinical improvement including but not limited to; protocol adherence, skills competency assessment and continuing education. Steve Rockoff, D.O. has oversight of quality assurance/quality improvement for AirMed SCT. Please see **ADDENDUM B** for Superior Ambulance Quality Assurance Program.

- K. Complaint Resolution** - *In the event a complaint arises over the provision of emergency medical care, the procedure shall be as follows:*

- (1) The complaint shall be referred to the City staff for investigation and review.*
- (2) In the event the complaint is not resolved, it shall be referred to the Quality Improvement committee of the Oakland County Medical Control Authority.*

Superior Ambulance acknowledges and agrees to the complaint resolution procedure.

- L. Incident Command System** - *The provider shall provide training on at least an annual basis for ambulance personnel operating in the City area on their role and responsibilities within the framework of the Incident Command System.*

Superior Ambulance agrees to provide training on at least an annual basis for ambulance personnel operating in the City are on their role and responsibilities within the framework of the Incident Command System.

- M. Hazardous Materials Training** - *All ambulance personnel shall be trained to the hazmat first responder awareness level as designated by the Michigan Firefighters Training Council. The provider shall submit documentation of this training.*

Superior Ambulance agrees to have all ambulance personnel be trained to the hazmat first responder awareness level as designated by the Michigan Firefighters Training Council and submit documentation on this training.

- N. Insurance** - *A certificate of insurance naming the City as an additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements as specified in the attached Agreement is to be provided to the City and remain in force during the entire contract period.*

The cost of insurance coverage is at no cost to the City of Novi for the services proposed. Please see **ADDENDUM D** naming the City as an additional insured and meeting the requirements as specified in the attached Agreement, remaining in force during the entire contract period. In addition, please find a letter in **ADDENDUM D** from our insurance company, Alliant|Mesirow Insurance Services, verifying that Superior Ambulance will meet insurance specifications if awarded a contract. All coverage with Superior Ambulance insurance carrier is licensed and admitted to do business in Michigan. Superior Ambulance will produce any available and additional information needed to support the insurance requirements of the City.

- O. Resource for Public Safety Agency Training** - *The provider shall serve as a resource for EMS training for the fire and police departments of the City. This shall include MFR, EMT, CPR, first aid, and other related training.*

Superior Ambulance agrees to serve as a resource for EMS training in the fire and police departments of the City. This shall include MFR, EMT, CPR, first aid, and other related training.



- P. **Mutual Aid and Mass Casualty Preparedness** - *The provider shall submit a mutual aid resource plan showing the average number of Advanced ambulances that could be provided for a back to back or multi-casualty incident, life-threatening disaster, or major emergency as determined by the City. This shall include typical response times based on average activity. The plan should include contingency planning for multiple back-to-back-incidents across the City's geographic area.*

Please reference **ADDENDUM F** for additional information on Superior Ambulance *Mutual Aid and Mass Casualty Preparedness*. Superior Ambulance has deployed and successfully completed incident action plans that have been developed to provide an emergency response system. Superior has had the opportunity to deploy EMS when partners and communities are in need.

Superior is fortunate to be a responder for the City of Detroit and Private Provider Emergency Response System (PPERS). The PPERS Incident Action Plan can be found in **ADDENDUM F**. From January 1, 2017 through October 7, 2017, Superior Ambulance has completed 3,249 mutual aid transports on behalf of PPERS. In addition, to PPERS, Superior is also an active member in FEMA. All Superior Michigan Employees have 100, 200, 700 and 800 training. In addition, select Director and Manager Level Personnel have 300 and 400 incident response training.





Superior Air-Ground Ambulance has had an expanding role locally and nationally in disaster response and staffing for special events. Superior Ambulance provides the EMS for the Detroit Lions, Detroit Pistons, Chicago Cubs, Chicago Bears, Chicago Blackhawks, Chicago Bulls, Chicago White Sox, Northwestern University Football, and the Chicago Fire. In addition, is the EMS provider marathons such as the Bank of America Marathon. Superior has been deployed to the following:

- Hurricane Katrina: 1<sup>st</sup> on the FEMA list, Superior sent over 50 ambulances throughout eight (8) weeks with supplies and personnel to help the people of Louisiana and Texas.
- 2009, FEMA request response for the Inauguration of President Obama.
- 2010 - BP Oil Spill clean up; Superior rotated employees over the course of six months.
- 2017 - Hurricane Irma and Hurricane Harvey



Superior Ambulance can respond to the City of Novi's 9-1-1 emergency ambulance response due to the large resources of fleet and operations. An example of Superior's ability to provide abundant resources to our healthcare and municipal partners is the recent evacuation of Northwestern Lake Forest Hospital, located in Lake County Illinois. Superior Ambulance promptly responded as the incident command to the emergent evacuation of Lake Forest Hospital, transferring over 55 patients in 4 hours without incident. In **ADDENDUM F**, you will find a letter of accommodation from Northwestern Medicine CEO, Dean Harrison.

- Q. **Incident Standby** - *The provider shall provide ambulance units as requested to standby at the scenes of fires, hazardous materials incidents, and fire training incidents as requested. These units shall not leave the incident unless released by the incident commander. The ambulance units shall assist in medical evaluation of emergency personnel as required.*

Superior Ambulance agrees to provide ambulance units as requested to standby at the scenes of fires, hazardous materials incidents, and fire training incidents as requested. Superior understands that these units should not leave the incident unless released by the incident commander and that the ambulance units shall assist in the medical evaluation of emergency personnel as required.



- R. **Communications** - *The Advanced Life Support ambulances shall be equipped with mobile and portable communications equipment allowing them to communicate with; provider's dispatch, local medical first responder, and fire units. The providers shall indicate what backup systems exist to facilitate dispatch communications in the event of a failure of the primary radio transmitter. Oakland County is currently using the County 800 MHz radio system for ALS units to hospital communications. The Company will provide five (5) alpha-numeric pagers or other alternative method to the City to communicate "priority" or "non-priority" status. The Company will provide the City's Communication Center with access to Automatic Vehicle Locator (AVL) Systems to track their ambulances. Global Positioning System (GPS) Technology will increase accountability and promote greater awareness of the level of service provided by service areas throughout the City. The AVL systems may be used to review vehicle positioning histories, identify locations of existing assets to improve dispatch efficiency, monitor appropriate vehicle usage, and report vehicle movements to pass on information to our Public Safety Team. The AVL technology will be used to improve the efficiency of emergency medical service delivery in the City.*

Please reference **ADDENDUM H** for additional information on Superior Ambulance Communications and Technology. Superior Air-Ground Ambulance Service Advanced Life Support ambulances are equipped with mobile and portable communications equipment allowing them to communicate with; dispatch, local medical first responder, and fire units. Each ambulance is supplied with a cell phone as a backup device to facilitate dispatch communications in the event of a failure of the primary radio transmitter. Superior Ambulance will provide the City of Novi five (5) alpha-numeric pagers or other alternative method to the City to communicate "priority" or "non-priority" status. Superior Agrees to the communication requirements of this RFP for the City of Novi and proposes the ability to work with the City to meet and exceed the needs of Novi.

- S. **Recording Capability-** *The provider shall record all telephone and radio communications and retain the recordings for a minimum of one year.*

Superior Ambulance agrees to the *Recording Capability* requirements. Superior will record all telephone and radio communications and retain the recordings for a minimum of one year.

- T. **E-911 Interface** - *The provider shall operate an Enhanced 911 (E-911) secondary PSAP capable of interfacing with all the E-911 systems utilized by the City to allow the transfer of E-911 calls including ANI/ALI information to minimize the time required to initiate a response.*

Once awarded the contract, Superior Ambulance proposes the ability to work with the City of Novi in order to meet and exceed the *E-911 Interface* requirements. A subsidiary of Superior Ambulance, NORCOMM is an EMS system provider which uses protocols from the International Academy of Emergency Dispatch (IAED), a recognized leader in the industry for Emergency Medical Dispatcher (EMD) protocol. All employees who work under NORCOMM 9-1-1 are certified EMD's. NORCOMM EMD Coordinator is a licensed paramedic who coordinates quality assurance checks on behalf of municipal partners.

- U. Emergency Medical Dispatch** - *The provider shall utilize a nationally accepted telephone triage system and all dispatch personnel shall be certified in the program in use. Dispatchers shall provide pre-arrival emergency care instructions to the calling party when appropriate.*

Once awarded the contract, Superior Ambulance proposes the ability to work with the City of Novi in order to meet and exceed the *Emergency Medical Dispatch* requirements. A subsidiary of Superior Ambulance, NORCOMM is an EMS system provider which uses protocols from the International Academy of Emergency Dispatch (IAED), a recognized leader in the industry for Emergency Medical Dispatcher (EMD) protocol. All employees who work under NORCOMM 9-1-1 are certified EMD's. All employees use this nationally accepted telephone triage system. NORCOMM dispatchers provide pre-arrival emergency care instructions to the calling party when appropriate. NORCOMM EMD Coordinator is a licensed paramedic who coordinates quality assurance checks on behalf of municipal partners.

- V. Blood Borne Pathogen Decontamination Facility**- *The provider shall make available a decontamination facility for City police and fire personnel. This facility may be located at the provider's location and shall provide shower and laundry equipment in compliance with the applicable requirements. This facility shall be available on a 24 hour - 7 days a week basis with a 15-minute advance notification. Proposers shall specify the location and capability of their contamination facility.*

Superior shall make available a decontamination facility for City police and fire personnel. This facility will be located at Superior Ambulance's City of Novi EMS Headquarters. The facility will be available on a 24 hour/7day a week basis with a fifteen (15) minute advanced notification. Superior Ambulance is proposing to lease Old Fire Station #4 as Superior's City of Novi EMS Headquarters and that the Blood Borne Pathogen Decontamination Facility be at this location as well.

- W. Disposal of Bio-Hazard Contaminated Waste** - *The provider shall provide disposal service for any contaminated materials generated by the police or fire departments. Waste will be bagged and tagged with appropriate labels by City personnel and forwarded to the provider for disposal.*

Superior Ambulance agrees to the terms of providing disposal services for any contaminated materials generated by the police or fire departments. Waste will be bagged and tagged with appropriate labels by City personnel and forwarded to Superior.

- X. Base of Operations** - *The provider shall identify the location(s) which are to serve as the base of operations for this program, including dispatch, administration, and fleet maintenance.*

Superior Ambulance will accept the City of Novi's proposal to utilize both the Old Fire Station #4 and the City of Novi current Fire Station No. 3 when it is not staffed by City fire personnel. If additional space is needed, Superior Ambulance requests the opportunity to work with the City of Novi in approving if and where additional crew station(s) may be located.

- Y. Restocking of Medical Supplies** - *The provider shall provide a plan for restocking expendable medical supplies utilized by medical first responders that complies with Medicare/Medicaid reimbursement regulations and guidelines.*

Superior Ambulance will follow medical control protocols for restocking expendable medical supplies utilized by medical first responders that complies with Medicare/Medicaid reimbursement, as well as anti-kickback, regulations and guidelines. Superior Ambulance EMS responders for the City of Novi will restock available medical supplies at the receiving hospital(s). If such supplies are unavailable, Superior Ambulance will obtain medical supplies needed to treat the City of Novi community.

- Z. Charges** - *The provider shall specify what ambulance user charges are to be assessed and include a current schedule of charges. The City shall not be billed, nor will they be financially responsible for medical services rendered by the provider. A request for increased rates must be made at least thirty (30) days prior to the proposal effective date of the rate change.*

Superior Ambulance is proposing three (3) advanced life support (ALS) ambulances to provide emergency medical services (EMS) to the City of Novi and no cost to the City. The proposed services will be billed to third party payers or the patient directly for all transportation services provided. Our Accounts Receivables department routinely helps patients negotiate the difficult healthcare insurance system. An AR Manager will oversee the billing for the City of Novi EMS billing. As for blood draws

- AA. Staffing Coverage** - *Deployment plans specifying staffing coverage to meet the performance requirements for advanced life support (ALS) ambulance shall be included in the proposal.*

Superior Ambulance is proposing three (3) ALS ambulances to serve as the EMS on behalf of the City of Novi. Superior Ambulance will dedicate twenty-one (21) employees to provide the community with EMS. Superior will have three (3) shifts, seven (7) employees per shift. If additional personnel are needed, Superior Ambulance has 122 of Paramedics who may provide aid to the City.

- BB. Novi Police Department Requested Blood Draws** - *The service provider will provide this service upon request by the Novi Police Department. The cost for this service will be paid by the Police Department. Service provider will provide a cost on the Fee Proposal Form.*

Superior Ambulance agrees to provide Novi Police Department requested blood draws upon request. Under the Oakland County Medical Control Authority, Superior Ambulance draw a sample specimen of blood as allowed under PA 368 (1978) MCL 333.16215 (Public Health Code) and PA 300 (1940) MCL 257.625a (Michigan Vehicle Code) and subsequent amendments reference these Public Acts. This shall be considered a Priority 3 level of service. However; if a patient presents with a medical condition, the general pre-hospital Care protocol will be initiated. Superior Ambulance will bill for services rendered to the City of Novi Police Department at an industry average cost of service.

**EMS TRAINING/MATERIALS**

*As a specified requirement, the service provider shall serve as a resource for EMS training of City employees. The provider will be able to pass the cost of mandated instructor fees, course cost, books and training materials to the City.*

Superior Ambulance acknowledges and agrees to *EMS Training/Materials*, serving as a resource for EMS training of City employees. Superior agrees to pass the cost of mandated instructor fees, course cost, books and training materials to the City.

**CONTRACT CANCELLATION DUE TO POOR PERFORMANCE**

*Due to the emergency nature of the services to be provided, and if the service provider does not or cannot perform to mutually decided criteria, the City reserves the right, at their sole discretion, to cancel the contract and/or employ as necessary other companies or additional companies and/or municipal personnel as necessary.*

Superior Ambulance acknowledges and agrees to *Contract Cancellation Due to Poor Performance*.

**FINANCIAL REPORT**

*The City, at their discretion, may require the service provider to supply a Financial Report from an impartial Financial Credit Reporting Service before award of contract.*

Superior Air-Ground Ambulance Service of Michigan will provide a *Financial Report* from an impartial Financial Credit Reporting Service before award of contract.



Superior Ambulance welcomes the opportunity to propose ambulance services to the City of Novi. Superior will meet and exceed the needs of the City of Novi. If awarded the contract, Superior Ambulance proposes the option of working with the City of Novi to find the most financially and operationally effective transportation service. In addition, Superior has the ability to dispatch a standby ambulance to provide backup when the dedicated ambulance is being utilized.



Although we have matured into a large ambulance company, Superior Ambulance has not lost the principles on which the company was established. We endeavor each day to provide safe, compassionate, economical transport services to our patients and preferred partners. We develop strong relationships with our healthcare partners. We expect open and honest dialog as we together co-manage transport services to meet the varied needs of the network. Thank You for the opportunity.

# ADDENDA

ADDENDUM A – Licensure

***State of Michigan***  
**DEPARTMENT OF HEALTH & HUMAN SERVICES**  
***Life Support Agency License***

**Facility Name:** SUPERIOR AIR-GROUND AMB SERV OF MI

**Type of Service:** Ambulance Operation

**Facility Number:** 501040

**Issue Date:** 09/22/2017

**Expires:** March 31, 2018

**Level:** Advanced

*This license is valid for 60 days after the expiration date*

<b>Geographic</b>	MACOMB	City of Warren
<b>Service Area:</b>	WAYNE	City of Allen Park
	WAYNE	City of Detroit
	OAKLAND	City of Farmdale

Basic	1FDWE3FS0CDA00370	Ground Transport	2012-FORD	DB68255
Basic	1FDWE3FS6CDA00373	Ground Transport	2012-FORD	DB15029
Basic	1FDWE35F63HA80528	Ground Transport	2003-FORD	CA33166
Basic	1GB3G2CL3D1110569	Ground Transport	2013-CHEVY	DB20485
Basic	1FDSS34P78DA60952	Ground Transport	2008-FORD	CD99434
Basic	1FDSS34P7DA21098	Ground Transport	2009-FORD	DA43508
Basic	1FDWE3FS9DDA31148	Ground Transport	2013-FORD	DB68259
Basic	1FDXE4FS9ADA21208	Ground Transport	2010-FORD	DA35516
Basic	1FDSS3ES1BDB11355	Ground Transport	2011-FORD	DA20917
Basic	1FDSS3ES3BDB11356	Ground Transport	2011-FORD	DA07730
Basic	1GB3G2CL0C1171599	Ground Transport	2012-CHEVY	DB68257
Basic	1FDSS34P66DA91669	Ground Transport	2006-FORD	DA44691
Basic	1FDSS34P66DA91672	Ground Transport	2006-FORD	DA44690
Basic	1FDSS34P66DA91673	Ground Transport	2006-FORD	DA43549
Basic	1FDSS34P95HB11677	Ground Transport	2005-FORD	CE86191
Basic	1FDSS34P85HB11685	Ground Transport	2005-FORD	DA90132
Basic	1GB3G2CL1C1161843	Ground Transport	2012-CHEVY	DB14984
Basic	1GB6G5CL6D1112489	Ground Transport	2013-CHEVY	CF00366
Basic	1FDWE3FS9CDA22836	Ground Transport	2012-FORD	DB68254
Basic	1FDXE45F8YHB73133	Non Transport	2000-FORD	BA00811
Basic	1FDWEFS7BDA43344	Ground Transport	2011-FORD	DB68344
Basic	1FDSS3ES6BDB13831	Ground Transport	2011-FORD	DA20916
Basic	1FDWE3FS6CDA54045	Ground Transport	2012-FORD	DB68346
Basic	1FDWE3FS4FDA04068	Ground Transport	2015-FORD	DB68343
Basic	1GB3G2CL2D1144583	Ground Transport	2013-CHEVY	DB68256

BHS/EMS - 184 (8/01)

**PLEASE POST IN A PROMINENT PLACE**

Authority: Act 368, P.A. 1978, as amended



***State of Michigan***  
**DEPARTMENT OF HEALTH & HUMAN SERVICES**  
***Life Support Agency License***

Basic	1FDSS3ES5CDA04830	Ground Transport	2012-FORD	DA53586
Basic	1FDWE3FS5BDA24842	Ground Transport	2011-FORD	DB14982
Basic	1FDWE3FS6CDB05186	Ground Transport	2012-FORD	DB68260
Basic	1FDWE3FS8CDB05187	Ground Transport	2012-FORD	DB58643
Basic	1FDWE3FS7DDA95320	Ground Transport	2013-FORD	DB20487
Basic	1FMRU18W3WLC15336	Non Transport	1998-FORD	DA02969
Basic	1GB3G2CL1D1145681	Ground Transport	2013-CHEVY	DA43548
Basic	1FMNU41L64EC56061	Non Transport	2004-FORD	CA97812
Basic	1GB3G2CL1D1116452	Ground Transport	2013-CHEVY	DB68258
Basic	1GB3G2CL2D1116492	Ground Transport	2013-CHEVY	DB68253
Basic	1FDSS34P24HA46864	Ground Transport	2004-FORD	CA99839
Basic	1FDSS34P68DA27776	Ground Transport	2006-FORD	DA44694
Basic	1FDSS34P36DA27783	Ground Transport	2006-FORD	CA99831
Basic	1FDWE3FS88DB07889	Ground Transport	2011-FORD	DB14983
Basic	1FDWE3FS1BDA68630	Ground Transport	2011-FORD	DB15028
Basic	1GB3G2CL8B1158680	Ground Transport	2011-CHEVY	DB14981
Basic	1FDSE35PX8DA38757	Ground Transport	2009-FORD	CC44584
Basic	1FDWE35P28DA78834	Ground Transport	2009-FORD	DB01547
Basic	1FDWE35P78DA78845	Ground Transport	2009-FORD	DB01550
Basic	1FDWF36P23ED58976	Ground Transport	2003-FORD	CC99545
Basic	1FDWE3FS48DB09738	Ground Transport	2011-FORD	DA82945
Basic	1FDWE3FS68DB09737	Ground Transport	2011-FORD	DB68345
Basic	1FDSS34P46DB39847	Ground Transport	2006-FORD	DA44692
Basic	1FDSS34P66DB39848	Ground Transport	2006-FORD	DB01551
Basic	1FDSS34P16DB39854	Ground Transport	2006-FORD	DA44693
Basic	1FDSS34P14HA89947	Ground Transport	2004-FORD	CC98232
Advanced	1FDWE3FP1ADA10107	Ground Transport	2010-FORD	DA90149
Advanced	1FDWE3FP0ADA10129	Ground Transport	2010-FORD	DA90148
Advanced	1FDWE3FP1ADA10141	Ground Transport	2010-FORD	DB68342
Advanced	Serial # 0890	Air Ambulance	2010-EC-135-P2+	N253 SA
Advanced	1FDSS3ES5BDB11357	Ground Transport	2011-FORD	DA20888
Advanced	1FDSS3ES7BDB11358	Ground Transport	2011-FORD	DB28418
Advanced	1FDSS3ES9BDB11359	Ground Transport	2011-FORD	DA15243
Advanced	1FDWE3FS58DA91599	Ground Transport	2011-FORD	DA82944

BHS/EMS - 184 (8/01)

PLEASE POST IN A PROMINENT PLACE

Authority: Act 368, P.A. 1978, as amended

***State of Michigan***  
**DEPARTMENT OF HEALTH & HUMAN SERVICES**  
***Life Support Agency License***

Advanced	1FDSS34P26DA91667	Ground Transport	2006-FORD	CC84815
Advanced	1FDWE3FSXCDA91809	Ground Transport	2012-FORD	DB01549
Advanced	1FDSS3ES4BDB13830	Ground Transport	2011-FORD	DB28419
Advanced	1FDSS3ES8BDB13832	Ground Transport	2011-FORD	CE86193
Advanced	1FDSS3ESXBDB13833	Ground Transport	2011-FORD	DA20887
Advanced	1FDSS3ES1BDB13834	Ground Transport	2011-FORD	CE86194
Advanced	1FDSS3ES3BDB13835	Ground Transport	2011-FORD	DA07731
Advanced	1FDWE3FS1ADA87161	Ground Transport	2010-FORD	DA82943
Advanced	1FDWE35P89DA39142	Ground Transport	2009-FORD	DB01548
Advanced	1GB3G2CL0C1139171	Ground Transport	2012-CHEVY	DB20488
Advanced	1FDWE3FS9DDA89647	Ground Transport	2013-FORD	DB20486
Advanced	1FDSS34P86DB39852	Ground Transport	2006-FORD	CC44558
Advanced	1FDSS34P86DB39858	Ground Transport	2006-FORD	CC98229

BHS/EMS - 184 (8/01)

PLEASE POST IN A PROMINENT PLACE

Authority: Act 368, P.A. 1978, as amended

## ADDENDUM B – Quality Assurance Plan



### DESCRIPTION OF CLINICAL PERFORMANCE IMPROVEMENT PROGRAM

Superior Air-Ground Ambulance Service of Michigan ("Superior") has implemented, with Medical Director approval, a formal Clinical Performance Improvement Program ("CPIP") that is foundationally based on three (3) inter-connected CPIP policies listed below. Superior's contracted agency Medical Director(s), Howard Klausner, M.D. has complete oversight of the CPIP through active involvement in all areas of clinical improvement including but not limited to; protocol adherence, skills competency assessment and continuing education. Steve Rockoff, D.O. has oversight of quality assurance/quality improvement for AirMed SCT.

The Superior CPIP involves the implementation and active application of the following policies:

- P(C)-001 – Clinical Performance Improvement Program
- P(C)-002 – Clinical Performance Monitoring Policy
- P(C)-003 – Medical Error Reporting Policy

Prospective, Concurrent and Retrospective analysis is described within the Clinical Performance Improvement Program policy.

1. **Prospective analysis** is established, reviewed and maintained by the Professional Standards Review Committee ("PSRC") through monitoring the effectiveness of the Clinical Performance Improvement Program, revisions to the program and/or established clinical indicators and/or through recommendation of remedial agency-wide education based on CPIP findings.
2. **Concurrent analysis** is accomplished through agency-wide, mandatory competency skills modules and/or direct field monitoring by CPIP Analysts/Representative and/or education or operations management with appropriate clinical licensure.
3. **Retrospective analysis** is handled by designated CPIP Analysts/Representative(s) who are responsible for monitoring and tracking/trending all types of measurable audits, including; documentation, individual clinical monitoring and annual clinical indicators. Within the parameters of the CPIP policies, the following areas are audited.
  - General Documentation Compliance Audits: Designated Documentation Compliance Liaison reviews 100% runs for documentation (EPCR) completion for all levels of care. A bi-weekly aggregate report is provided to represent agency results with 100% documentation compliance expectation.
  - Individual Clinical Performance Monitoring Audits (ALS and BLS personnel): Designated CPIP Analyst(s)/Representative(s) completes an Individual Clinical Review Feedback Form electronically and sent to the provider via Superior's internal communications system for any individual retrospective clinical performance review involving Advanced Life Support ("ALS") and Basic Life Support ("BLS") personnel. The analyst will use local Medical Control Authority medical protocol(s) for the specific run being review and measure compliance within protocol expectation. The individual provider will receive a message via VAIRKKO (ToolKit) indicating that a review is pending and subsequent feedback regarding the outcome of the audit with respect to protocol compliance or non-compliance (see attached scripted messages). A quarterly aggregate report is provided to represent the agency results with the 90% protocol compliance expectation.

- **Individual Clinical Performance Monitoring Audits (CCT personnel):** Designated CPIP Analyst(s)/Representative(s) with Critical Care Transport certification completes an Individual Clinical Review Feedback Form electronically and sent to the provider via Superior's internal communications system for any individual retrospective clinical performance review involving Critical Care Transport ("CCT") personnel. The analyst will use local Medical Control Authority medical protocol(s) and/or SCT protocols/policies for the specific run being review and measure compliance within protocol/policy expectation. The individual provider will receive a message via VAIRKKO (ToolKit) indicating that a review is pending and subsequent feedback regarding the outcome of the audit with respect to protocol compliance or non-compliance (see attached scripted messages). A quarterly aggregate report is provided to represent agency results with 90% protocol compliance expectation.
- **Agency Established Clinical Indicator Audits:** Designated CPIP Analyst(s)/Representative(s) review EMS runs with the provider impression and inclusion criteria for the established clinical indicators. A designated CPIP Analyst(s)/Representative(s) completes an Individual Clinical Review Feedback Form electronically and sent to the provider via Superior's internal communications system for any individual retrospective clinical performance review involving runs with the inclusion data for the specific clinical indicators. The individual provider will receive a message via VAIRKKO (ToolKit) indicating that a review is pending and subsequent feedback regarding the outcome of the audit with respect to protocol compliance or non-compliance (see attached scripted messages). An annual aggregate report is provided to represent agency results with 90% protocol compliance expectation.
- **External EMS System Audits/Studies:** Superior actively participates in various Medical Control Authority (MCA) Audits and Studies, as required. The MCA provides agency specific data or overall system data that offers vital information (data results) that can drive clinical performance improvement initiatives such as training programs, ideas for Continuing Medical Education topics or other educational material. Additionally, specific incident inquiries from MCA's can identify the need for individual or agency improvement and/or remediation that may not have been discovered internally.
- **Clinical Incidents:** Clinical issues, incidents or inquiries involving Superior providers raised by means other than measured indicators may be presented to management through the following mechanisms; medical control authority inquiry, submitted incident report relating to clinical care/standards completed by a Superior provider (including medical error reporting), by a Superior CPIP Analyst/Representative who discovers a serious clinical concern during the measurable auditing process, or, an external inquiry from other sources (fire department, hospital personnel etc.). For these types of clinical issues/incidents/inquiries, administrative members of Superior's Professional Standards Review Committee ("PSRC") facilitates incidental clinical investigations. The administrative PSRC members will convene a confidential ad hoc meeting to review the clinical issue/incident/inquiry and provide a summary report, with an action plan, to management, if applicable. If warranted, for major clinical issues/incidents/inquiries, the agency Medical Director will be contacted concurrent to the investigation phase for oversight and consultation regarding recommended action.



Superior Air-Ground Ambulance Service of Michigan, Inc.  
 CAAS 203.02.01\_Item 88



## GROUND VEHICLE PREVENTIVE MAINTENANCE/SCHEDULES

### GROUND AMBULANCES:

Superior Air-Ground Ambulance Service of Michigan, Inc. ("Superior") vehicles comply with all applicable federal, state, county and city licensing requirements.

Each vehicle operated by Superior is maintained in safe operating condition by our Fleet Maintenance and Repair division. Superior's Fleet Manager closely monitors preventative maintenance schedules. All necessary vehicle maintenance is completed in our maintenance facility in Allen Park, Michigan which is a State Licensed repair facility. Vehicles are inspected on a daily basis and have regularly scheduled preventative maintenance performed, based on unit mileage, to ensure the vehicles provide safe and reliable transportation in both emergency and non-emergency situations.

Superior's Fleet Maintenance Department is staffed by personnel with extensive experience in the repair of emergency vehicles, all types of administrative vehicles. All Superior of Michigan Fleet Maintenance personnel are State Certified Technicians. This high quality of service allows us to maintain a fleet of vehicles in safe operating condition.

Superior ground ambulance mechanics adhere to the following PM Schedule:

Superior Ground Ambulance - Preventive Maintenance Schedule			
Every 3,000 Miles (PM-Schedule A)	Every 15,000 Miles (PM-Schedule B)	Every 30,000 Miles (PM-Schedule C)	Every 60,000 Miles (PM-Schedule D)
1. Engine oil/filter change 2. Complete PM Inspection Form 3. Road test	1. Fuel filters 2. Complete PM Schedule A 3. Complete PM Inspection Form 4. Road test	1. Transmission service 2. Complete PM Schedules A & B 3. Complete PM Inspection Form 4. Road test	1. Differential service 2. Complete PM Schedules A, B & C 3. Complete PM Inspection Form 4. Road test

Superior's ground ambulance maintenance facility in Allen Park, Michigan is equipped with and/or utilizes:

<b>Superior Vehicle Maintenance Personnel</b>
3 State Certified Mechanics

<b>Superior Vehicle Maintenance Equipment</b>
2 Maintenance Bays
2 Heavy Duty Hoists
1 Brake Lathe
2 Handheld Computerized Scan Tools
3 AC Machines

<b>Superior Vehicle PM Forms/Tools</b>
Vehicle PM Schedule Checklist
Ambulance PM Inspection Form



## VEHICLE PREVENTIVE MAINTENANCE CHECKLIST

Vehicle: \_\_\_\_\_

Date: \_\_\_\_\_

Mileage: \_\_\_\_\_



### PM Schedule A (Every 3,000 Miles):

Engine oil/filter change
Complete PM Inspection Form
Road test

### Completed by:


### PM Schedule B (Every 15,000 Miles):

Fuel filters
Complete PM-Schedule A
Complete PM Inspection Form
Road test

### Completed by:


### PM Schedule C (Every 30,000 Miles):

Transmission service
Complete PM-Schedules A and B
Complete PM Inspection Form
Road test

### Completed by:


### PM Schedule C (Every 60,000 Miles):

Differential service
Complete PM-Schedules A, B and C
Complete PM Inspection Form
Road test

### Completed by:


Submit Completed Checklist to Jeff Spoutz, Fleet Manager for PM Summary Data Entry

ADDENDUM D - Insurance



CERTIFICATE OF LIABILITY INSURANCE

SUPEAIR-01 MPRAIXMARER

DATE (MM/DD/YYYY)  
10/10/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Mesitrow Insurance Services, Inc. 333 N. Clark St 11th fl Chicago, IL 60634	CONTACT NAME:	
	PHONE (AG, Ho, Ext): (312) 695-6200	FAX (AG, Ho):
INSURED  Superior Air-Ground Ambulance Service of Michigan, Inc. 395 W. Lake Street Ebmuhurst, IL 60126	ADDRESS:	
	INSURER (S) AFFORDED COVERAGE	
	INSURER A: Liberty Mutual Fire Insurance Company	NAIC # 23035
	INSURER B: Underwriters at Lloyd's London (Illinois)	15792
	INSURER C: Liberty Insurance Corporation	42404
	INSURER D:	
INSURER E:		
INSURER F:		

COVERAGES	CERTIFICATE NUMBER:	REVISION NUMBER:
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.		

TYPE OF INSURANCE	ADD'L INSR	DED	WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> GEN'L AGGREGATE LIMIT APPLIES PER POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER							EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Per occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPROP AGG \$ \$
<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS	X			A52641444725027	03/01/2017	03/01/2018	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
<b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0	X			W1DE4B170101	03/01/2017	03/01/2018	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
<b>WORKERS COMPENSATION AND EMPLOYER'S LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in IL) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N		N/A	WA764D444725037	03/01/2017	03/01/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E L EACH ACCIDENT \$ 1,000,000 E L D-SEASE - EA EMPLOYEE \$ 1,000,000 E L D-SEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATION(S) / LOCATION(S) / VEHICLE(S) (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
General Liability and Professional Liability are Self-Insured for \$250,000

The City of Novi is included as an Additional Insured with regards to the Automobile and Excess Liabilities, where required by written contract with the Named Insured.

CERTIFICATE HOLDER  City of Novi City Clerk's Office 45175 Ten Mile Road Novi, MI 48375	CANCELLATION  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
--	---

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ACORD 25 (2014/01)

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353 North Clark Street, Chicago, Illinois 60654  
312.595.6000 • mesirowfinancial.com

October 10, 2017

City of Novi  
City Clerk's Office  
45175 Ten Mile Road  
Novi, MI 48375

RE: Superior Air-Ground Ambulance Service of Michigan, Inc.  
Emergency Medical Services RFP

To Whom It May Concern:

This will confirm that we have reviewed the City of Novi's insurance requirements for the above-captioned RFP and find that Superior's insurance program is in compliance with the contract.

We have attached a certificate of insurance evidencing the required coverage in the insurance requirements.

Please do not hesitate to contact us with questions.

Sincerely,

Michelle Praxmarer  
Account Manager

## ADDENDUM E – Drug Testing



Policy: Drug and Alcohol Free Workplace Policy  
Covers: All Employees

Effective Date:  
Revised Date:

### **Purpose:**

Superior Air-Ground Ambulance Service, Inc. ("Company") is committed to providing a safe work place free of drugs or alcohol for its employees, clients, patients and general public and establishing programs that promote high standards of employee health. The Company's goal is to establish and maintain a work environment that is free from the negative effects of drugs and alcohol. The following are some guidelines that will help Superior achieve this goal.

Scope: All Employees

### **General Provisions**

In an effort to maintain a safe working environment, Superior prohibits

- The improper possession, sale, or use of alcohol, intoxicants or illegal drugs on the Company or customer premises or reporting to work under the influence of the above.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from the Company or customer premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts the Company's reputation at risk.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the Company or customer premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts the Company's reputation at risk.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the company or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee or which renders the employee impaired while at work. It is the employee's responsibility to report the use of prescribed drugs that may affect the employee's judgment, behavior, or ability to perform the essential functions of their job. Employees must report this information to Human Resources.

Federal law prohibits the use or distribution of marijuana. As a federal contractor, Superior will adhere to federal law and ban the use of marijuana on or off the workplace.

### **Drug and/or Alcohol Testing**

Superior will conduct drug and/or alcohol testing under any of the following circumstances:

1. **Pre-Employment Testing** – All candidates must successfully pass a drug and/or alcohol test in order to work for Superior. This applies to rehires as well. On certain rare occasions, Superior may allow a candidate to start prior to the test. In these circumstances, an employee will be tested



Policy: **Drug and Alcohol Free Workplace Policy**  
Covers: All Employees

Effective Date:  
Revised Date:

as soon as reasonably possible. The employee must pass the drug and/or alcohol test in order to continue working for Superior.

2. **Reasonable Suspicion Testing** – The Company may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
3. **Random Testing** – Employees may be selected at random for drug and/or alcohol testing at any interval determined by the Company.
4. **Post-Accident Testing** – Any employee involved in an on-the-job accident or injury will be required to take a drug and/or alcohol test. Employees who are passengers and drivers will be required to take a drug and/or alcohol test as well.
5. **Return from Leave of Absence Testing** – Any employee who has been out of work for a period of twelve consecutive weeks may be asked to submit to drug testing.

#### Zero Tolerance Policy

Superior Ambulance has a zero-tolerance policy when it comes to drugs and/or alcohol. Any employee who fails a test will be terminated immediately. Refusal to submit to a requested drug and/or alcohol test will be seen as an admission of guilt and treated the same way as a failed test.

#### Employee Assistance Program

Drug and alcohol abuse is a growing problem in the United States. Our employee assistance program (EAP) provides education and guidance regarding drug and alcohol abuse for employees, as well as, their family members. Employees can contact Human Resources in order to attain information about the EAP program.



**ADDENDUM F – Mutual Aid**



**Mutual Aid Recourse Plan**

Superior Air-Ground Ambulance Service of Michigan offers all levels of medical transportation services from Basic Life Support Ambulances to Air Services. Currently, Superior has 72 ambulances and 1 Helicopter providing Emergency Medical Services (EMS) in Southeast Michigan. In addition to the 70 ambulances, Superior Ambulance owns and operates one (1) aeromedical helicopter to provide flight from both landing zone locations and accident scene requests.

**BLS: 52                      ALS: 20                      Helicopter: 1**

Without the need of additional resources, Superior Ambulance has the ability to provide mutual aid to the City of Novi for incidents such as back to back or multi-casualty incident, life-threatening disaster, or major emergency as determined by the City.

Average Response Times:

**BLS and ALS: Seven (7) Minutes**

**Aeromedical Transportation: Fifteen (15) Minutes**

The ambulance(s) assigned to the City of Novi are dedicated exclusively to the City and can to be used at the discretion of the Novi Fire Chief. We will respond to any requests for service within the City of Novi and to any mutual aid agreements as directed by the Novi Fire Chief and/or any additional designee.

In addition to ambulance response, Superior Ambulance has one (1) aeromedical helicopter available to respond to any scene the fire department feels aeromedical transport would be beneficial to patient outcome. As of November 1, 2017, Superior Ambulance will be operating a total of four (4) aeromedical helicopters. Superior of Michigan Helicopter is located in Waterford Township. Superior has established a Public Safety phone number 1-877-7SA-ROTOR, which rings directly into the Flight Center and is answered by a Flight Communications Specialist. This is not a general public number and receives priority

over other phone calls into the Flight Desk. After the pilot accepts the transport, Superior will auto-launch the helicopter. The Flight Coordinator will notify the scene of the launch and ETA. If it is determined by the EMS personnel at the scene that the flight service is no longer needed Superior Aeromedical Transportation will return to base at no cost to Novi or any requesting agency.

As of December 2017, Superior will operate a total of four (4) Airbus H135 P2+ helicopters, owned by Superior and staffed with a Superior Flight/CCT RN and a Flight/CCT Paramedic. The aircraft is operated and maintained by experienced EMS pilots and mechanics through our partner, Pentastar Aviation. Each helicopter was purchased new when the air programs were started. Superior Ambulance's flight program is committed to the highest safety standards, meeting or exceeding FAA/NTSB recommendations:

- Visual Flight (VFR) and Instrument Flight (IFR) certified
- Garmin 430/530 GPS Navigation and Autopilot
- Helicopter Terrain Awareness Warning System (HTAWS)
- Traffic Collision Avoidance System (TCAS)
- On-board Weather Radar & XM Satellite Weather
- Radio Altimeter
- Night Vision Goggle Imaging System
- Outerlink Satellite Tracking & Communication
- Extensive Safety Management System through Metro Aviation

The helicopter can fly 150 miles one way (300 miles round trip) without requiring refueling. Longer distance transports can be completed with refueling stops, often completed at a nearby airport while the flight team is in the hospital evaluating and preparing the patient for transport.







**Dean M. Harrison**  
President and Chief Executive Officer  
Northwestern Memorial HealthCare

312.926.3007  
312.926.2411 fax  
nm.org

251 East Huron Street  
Suite 3-708E  
Chicago, Illinois 60611

July 26, 2017

Ms. Mary Franco  
Vice President  
Superior Ambulance Services, Inc.  
395 W Lake St.  
Elmhurst, IL 60126

Dear Mary,

I wanted to extend a heartfelt thank you for your quick work in getting my team connected with the right folks on your team recently. Your prompt response and assistance was greatly appreciated!

It is heartwarming to have such dedicated and committed partners. Clinical operations were restored at Northwestern Medicine Lake Forest Hospital in just 5 days due in large part to your efforts on our behalf. We are forever thankful for the help you and your team provided!

Best,

A handwritten signature in dark ink, appearing to read 'Dean'.

DMH/vlp



**CITY OF DETROIT &  
PRIVATE PROVIDER EMERGENCY  
RESPONSE SYSTEM (PPERS)  
INCIDENT ACTION PLAN**

SEPTEMBER 8, 2017



September 9<sup>th</sup>, 2017

D/C Sydney Zack and Chief Sean Larkins  
City of Detroit Department of Fire and EMS  
Detroit Public Safety Headquarters 1301 3<sup>rd</sup> Ave. Detroit, MI 48226



**RE: Executive Summary for Incident Action Plan**

At the request of the City of Detroit Fire and EMS Department, the following Incident Action Plan (IAP) has been developed for the review of Deputy Commissioner Sydney Zack and Chief of EMS Sean Larkins. The IAP is intended to define the roles of the City of Detroit department of EMS (DEMS) and the agencies that comprise to make the Private Providers Emergency Response System (PPERS).

The IAP will be activated either in anticipation of or in reaction to an event that will require additional resources than previously planned for in the daily deployment of vehicles and personnel. The scale of the event would require that the National Incident Management System (NIMS) be to be activated and previously coordinated plans be put into action.

The IAP should be active as follows:

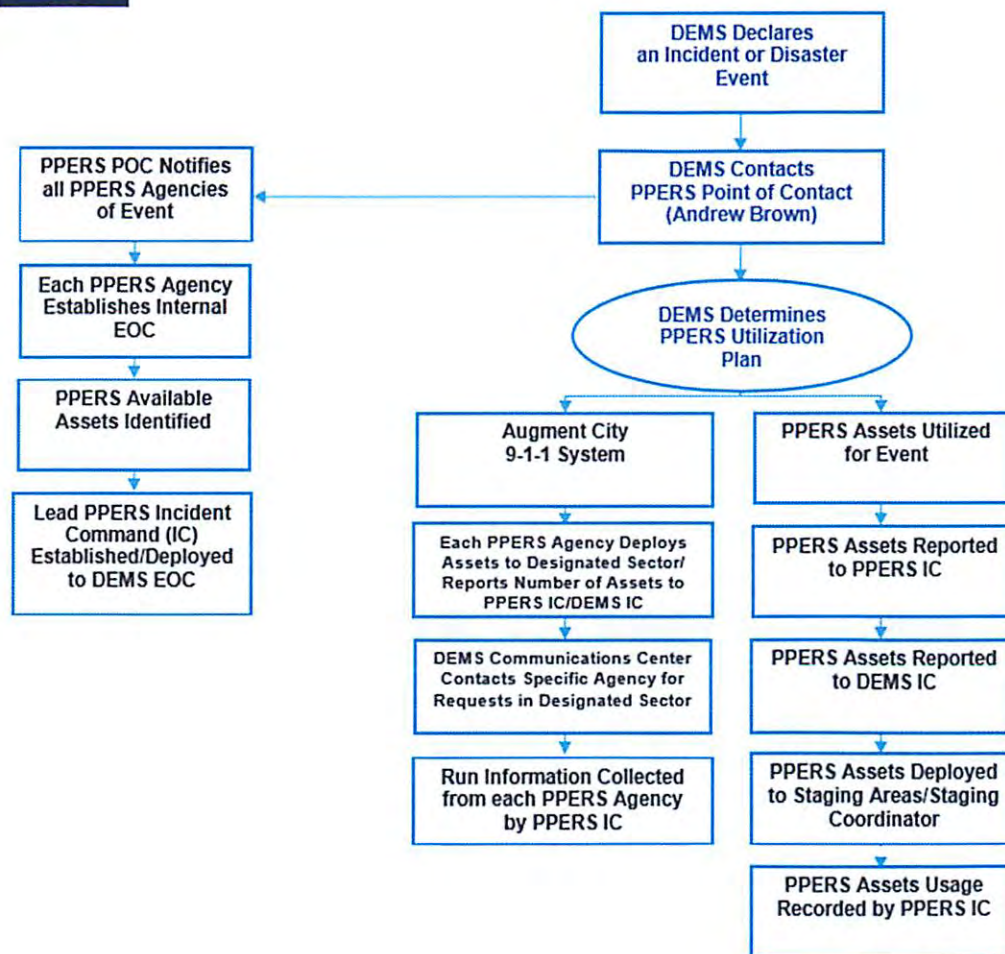
1. DEMS declares an event.
2. DEMS to contact PPERS point of contact (POC) – Andrew Brown
  - a. PPERS POC to notify all PPERS agencies of event.
  - b. Each PPERS agency establishes own internal EOC
  - c. PPERS assets identified
  - d. Lead PPERS Incident Commander (IC) established, deployed to DEMS Event EOC
3. DEMS to Determine PPERS utilization plan
  - a. Augment City 911 system.
    1. Each PPERS agency will deploy units to their designated sector and report number of assets to PPERS IC in DEMS EOC
    2. DEMS communication center will contact the specific agency for requests in their sector.
    3. Run information will be collected from each PPERS agency by PPERS IC to the transportation coordination in the event EOC.
  - b. PPERS assets utilized for event.
    1. PPERS assets reported to PPERS IC
    2. PPERS assets reported to DEMS IC
    3. PPERS assets deployed to staging area/staging coordinator.
    4. PEERS asset usage recorded by PPERS IC.

Included in the proposal you will find a supporting document outlining the additional resources that PPERS could make available for a large event. We have included other supporting documents that outline the current geographic service area of each PPERS agency, list of Point of contacts for each individual PPERS agency and the communication algorithm for an event.

Andrew Brown  
PPERS President



CITY OF DETROIT &  
PRIVATE PROVIDER EMERGENCY RESPONSE SYSTEM  
INCIDENT ACTION PLAN



Appendix:

1. PPERS Agency Assets List
2. PPERS Agency Contact List
3. PPERS Designated Sector Map



APPENDIX 1: PPERS AGENCY ASSETS LIST



MCI Assets – Superior		
ADDITIONAL RESOURCES		
Type	Notes	QTY
Bus	15 passenger	1
BLS Non Transport Vehicles	Varies	2
Air Med Helicopter		1
Golf Cart type ambulance		1



MCI Assets – Universal		
ADDITIONAL RESOURCES		
Type	Notes	QTY
Bus		2
Special Events Trailer		1
Golf Cart type ambulance		4
Non-medical Transport Vehicles		1



MCI Assets – Rapid Response EMS		
ADDITIONAL RESOURCES		
Type	Notes	
Bus	16 passenger	1
Passenger Van	15 passenger	1
Support	Standard	1
Support	Fleet Support	1
NEV	Standard W/C vans	Multiple



MCI Assets - HART		
ADDITIONAL RESOURCES		
Type	Notes	
800 MHZ Radios		20
Oxygen unit	12 pt x 24 hrs	1
Golf Cart type ambulance		2
Golf Cart type	4 seater	1
Disaster Bag trauma roll bags		
Monitors and AED		Various
Pop up Tents		
Mobile Communication Center		

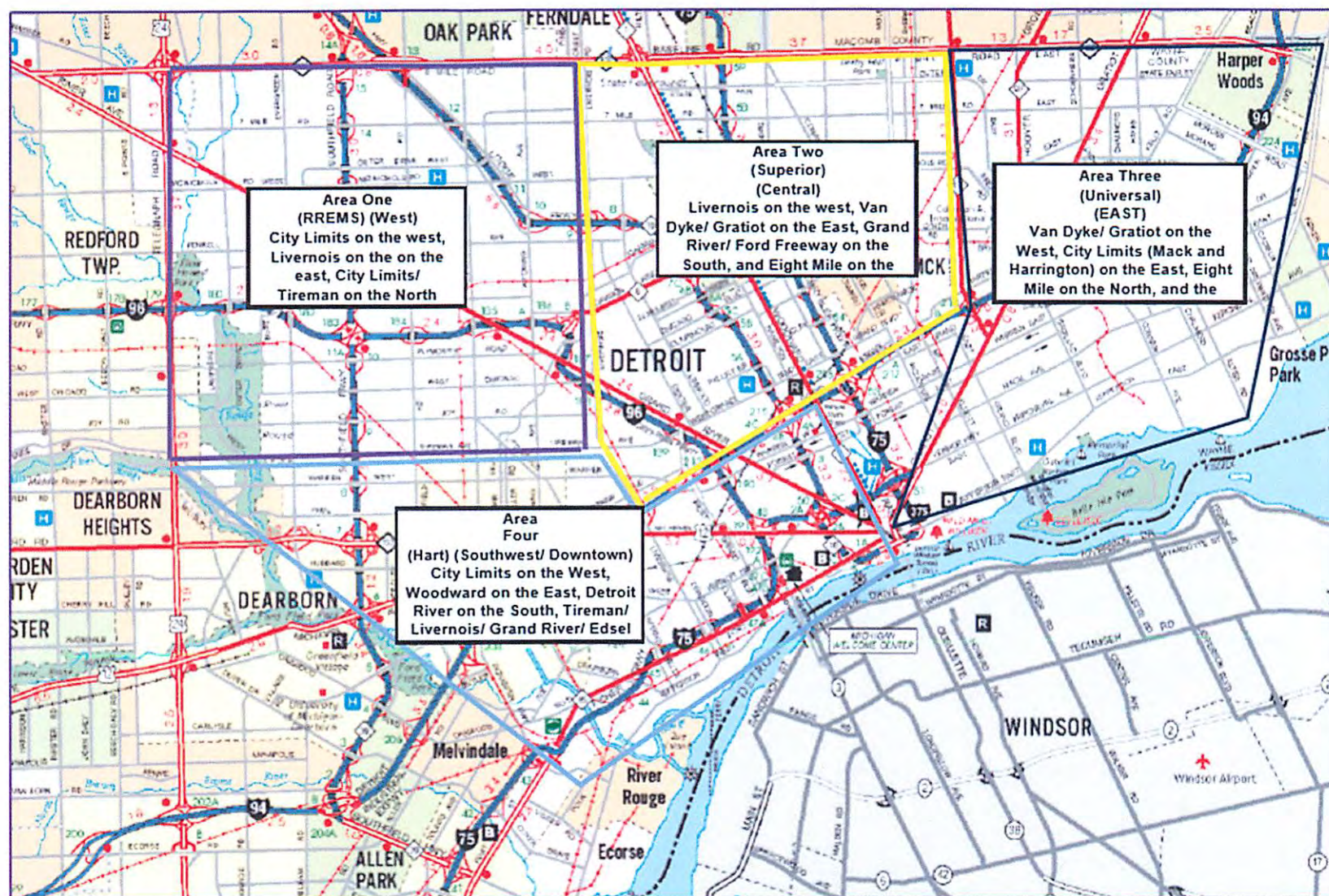




APPENDIX 2: PPERS AGENCY CONTACT LIST



PPERS Agency	Point of Contact	Cellular	Office
Superior Ambulance	Andrew Brown, PPERS POC	313-449-1462	586-443-7818
Universal Ambulance	Duncan Walker	586-531-4845	586-698-3077
Rapid Response	Jason Hosmer	313-766-4949	734-564-0004
Hart EMS	Adam Gottlieb	248-789-3648	313-879-2020



APPENDIX 3: PPERS Designated Sector Map



## **ADDENDUM G – IMPLEMENTATION / DEPLOYMENT PLAN**

Superior Air-Ground Ambulance Service of Michigan is proposing three (3) ambulances dedicated ambulance to service the City of Novi within the City limits twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year and at no cost to the City of Novi.

**Estimated Time of Arrival (ETA):** Superior Ambulance is proposing Alternative 2 response time: guaranteeing Priority 1 service, emergency response by ALS ambulance in seven minutes or less 90% of the time. Except for extenuating circumstances, no response (Priority I) shall exceed twelve (12) minutes. Response time to non-emergency (Priority 3) or downgraded calls, shall be less than twelve (12) minutes, 90% of the time and shall not exceed fifteen (15) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this agreement.

**Mutual Aid:** Please reference *Addendum F* for additional information. Superior Air-Ground Ambulance Service of Michigan offers all levels of medical transportation services from Basic Life Support Ambulances to Air Services. Currently, Superior has 70 ambulances and 1 Helicopter providing Emergency Medical Services (EMS) in Southeast Michigan. In addition to the 70 ambulances, Superior Ambulance owns and operates one (1) aeromedical helicopter to provide flight from both landing zone locations and accident scene requests. Without the need of additional resources, Superior Ambulance has the ability to provide mutual aid to the City of Novi for incidents such as back to back or multi-casualty incident, life-threatening disaster, or major emergency as determined by the City.

**Vehicles:** Superior is proposing three (3) dedicated ALS ambulances to the City of Novi in providing emergency medical transportation. Superior will utilize the City of Novi Old Fire Station #4 and current Fire Station No. 3. Superior agrees to meet the leasing terms proposed by the City of Novi when utilizing the space. Superior believes three (3) dedicated ALS Ambulances will meet the response standard for the City of Novi and will utilize mutual aid from the remaining ambulances Superior has in Southeast Michigan if needed.

**Personnel:** In order to meet the response time standard and the backfill (move up) strategy, Superior Ambulance will dedicate twenty-one (21) employees to provide the community with EMS. Superior will have three (3) shifts, seven (7) employees per shift. If additional personnel are needed, Superior Ambulance utilize Superior Ambulance paramedic licensed in the state of Michigan who is stationed at a different location to cover the shift. The employees will work on a twenty-four (24) hour shift Kelly schedule, working forty-eight (48) hours in a week.

## **ADDENDUM H – Communications and Technology**

### **Communications**

Superior Ambulance owns three technologically advanced Communications Centers in three states. Each Communication Center is electronically linked to the others and uses identical dispatching systems. This provides Superior Ambulance with the unique capability to maintain uninterrupted operations in a disaster situation. We can quickly reroute all calls, and dispatch ambulances from two other states if needed. All Superior Ambulances are dispatched locally.

Besides using 24-hour station crews, Superior Ground Ambulance Service also utilizes System Status Management (SSM), to strategically position ambulances throughout a service area to ensure excellent coverage. To efficiently use SSM, Superior analyzes past chronological demand (both the day of the week and the time of day when each call is received) and geographical demand (the actual location where ambulances were requested) to determine when and where ambulances will be needed.

Superior utilizes a sophisticated computer program to help determine the system status plan (where to place ambulances at what times of the day). In addition to considering past call volume, this intuitive program learns and factors in actual traffic speeds at different times of the day. Dispatchers rely on this software when directing ambulances to posts throughout the service area.

### **Technology and Quality**

Superior Air-Ground Ambulance Service, Inc. has invested in technology to meet the needs of our partners. We have purchased hardware and software to assure safety for patients, efficiencies in operations and the ability to provide information and data to our partners.

- **DispatchPro**

Considered state-of-the-art, DispatchPro is predictive dispatching software. Utilizing historical data, the program assists the dispatch center in staging ambulances within our geographic region in anticipation of transports requests from our facility customers. This assures consistently prompt ETA's.

- **Ambulance GPS and Mapping Programs – RescueNet Navigator**

All Superior Ambulances have RescueNet Navigator which provides electronic two-way communication between the Superior Communication Center dispatching the vehicle and the crews. Information is relayed in real-time and tracks crew's activity and location while providing routing guidance.

- **Monitoring Driver Compliance – Digital Ally**



All Superior Ambulances have Digital Ally installed. This video system is integrated in the rear-view mirror to not interfere with the driver's line of sight. The cameras are activated by manual start or automatically triggered. Videos are forwarded to Superior Ambulance and are reviewed by Risk Management. This technology allows Superior to monitor personnel compliance with driving policies.

- **RescueNet@Work**

RescueNet@Work allows Superior to see where the ambulances are located as well as view historical data (breadcrumbs) of the entire fleet or a specific transport.

- **Crew Scheduler**

A scheduling and timekeeping program, Crew Scheduler allows Superior to manage staff resources more effectively allowing for greater efficiency and payroll savings. Crew Scheduler also tracks employee credentials as outlined in Section B, which is critical in ensuring accurate crew assignments during daily shift changes.

- **Tablet PCR**

Tablet PCR is an electronic patient care reporting system. Superior is able to assist our partners as the anticipated regulations regarding electronic patient records become a reality.

- **Stryker Power Cots**

Superior converted our entire fleet to Stryker Power Cots in 2010. In 2015, we replaced our stretchers with second generation Power-PRO XT to include the Expanded Patient Surface (wings) that allows for the side rails to be locked in seven expandable positions. The expanded surface along with the weight capacity of 700 lbs. for the stretcher accommodates patients that would have historically had to wait for a specialized bariatric ambulance. Essentially, patients under 700 lbs. can be transported in a traditional ambulance and will not have the response delay of waiting for a bariatric ambulance. Anticipating the change in ambulance standards, Superior is currently retrofitting and/or replacing the vehicle fleet with stretcher mounts that comply with the CAAS GVS ver.1.0. The Stryker Performance-LOAD cot fastener meets the crash safety recommendations and provides guided loading and unloading support to EMS personnel.

- **RescueNet Dispatch/Billing version 4.6.1 - Compliance**

The Accounts Receivable Department operates the latest update of the ZOLL billing software. This assures accurate and streamlined billing processes, and allows for more prompt analysis. Superior contracts with Werfel and Associates, a leading consultant to the AAA for Medicare, to conduct an annual review of our processes in order to ensure full compliance with Medicare rules and regulations as respects patient billing and customer service.





- **[www.Superiorambulance.com](http://www.Superiorambulance.com)**

Superior has recently completed an update to our public website. The site will allow for us to develop and implement a custom client portal to provide valuable industry information and management tools to Superior Air-Ground Ambulance customers.

- **Transport Scheduling Options**

Superior offers several options for scheduling a transport. The hospital can contact the Superior directly at 800-832-2000 and speak to a customer service representative to arrange transport; the hospital can fax a request for transport directly to our dispatch center; the hospital can request a transport thru ECIN by logging onto the ECIN system or; the hospital can utilize their On-Site Transfer Center Coordinator to arrange transportation. Superior is establishing on-line ambulance scheduling through our website and that should be available soon.

## **ADDENDUM I - Billing**

### **Accounts Receivables/Compliance**

Superior Ambulance completes the billing and collection for over 500,000 patient transports annually. The Accounts Receivables department with personnel located in all states where we operate, maintains proficiency in and compliance with all CMS Medicare regulations. Superior Ambulance has invested in the AR department.

- The Accounts Receivable Department operates with the latest update of the ZOLL billing software. This latest update assures accurate and streamlined billing processes, and allows for more prompt analysis. All billing is done electronically. Electronic statements are issued.
- Superior contracts with Werfel and Associates, a leading consultant to the American Ambulance Association for Medicare, to conduct an annual review of our processes to ensure full compliance with Medicare rules and regulations as respects patient billing and customer service.
- All preferred pricing adheres to the current Medicare Fee Schedule.
- Superior has developed an internal Compliance Committee made up of all organizational disciplines.
- Superior currently provides billing and collection services for over 80 municipalities in multiple states.

In order to maintain the highest level of customer service to our patients, Billing Representatives are available to answer any questions regarding services provided or to explain the billing process. Our Accounts Receivables department routinely helps patients negotiate the difficult healthcare insurance system. We advocate for our patients.

### **Financial Hardship Policy**

Superior believes that being an EMS provider it is our duty to assist all patients regardless of their ability to pay. Superior has an established Financial Hardship Program. In the event a patient at Community Hospital may qualify for a reduction or dismissal of their bill, Superior has a policy to consider such requests.

### **Customer Satisfaction**

Superior Ambulance requests feedback regarding the transport from the patient or their family. When the transport statement is mailed to the patient, a patient experience survey is included. Patients are asked to provide comment on their experience. The patient satisfaction cards are reviewed by the Business Develop department and any concerning comments are directed to the appropriate department for follow-up. Superior is currently researching on-line patient satisfaction platforms such as RSQ911 Solutions. We will then be able to deliver feedback for specific regions and develop a better understanding of areas to focus as we promote excellence and quality on all of our transports.



### **Problem Resolution**

Superior Ambulance wishes to have a transparent relationship with our partners. Healthcare is a high-consequence industry. We want our employees to follow procedures and make good choices that are in keeping with our organizational values. When problems arise, we have developed an internal process to address any issues. Superior has implemented “Just Culture” as a better way to manage risk and prevent adverse outcomes.



### **Ambulance User Charge Schedule:**

\$1100.00 BLS

\$1400.00 ALS

#### **Note:**

- \*If the patient has Medicaid Superior can only bill to Medicaid and accept what Medicaid pays.
- \*If the patient has Medicare, Superior accepts Medicare assignment.
- \*If the patient has commercial insurance Superior will bill and work with that payor.
- \*If the patient does not have insurance, Superior will work with the patients on a case by case basis to figure out an appropriate payment plan/structure.

Superior Ambulance does not send any residents to collections.

## **ADDENDUM J- Experience**

### **Merrillville**

Superior Ambulance has been the 9-1-1 EMS provider for the Town of Merrillville since February of 2017 and houses three (3) ALS ambulances within the Town limits. This has been a successful partnership in providing 9-1-1 EMS response to the community. As for the posting of the Ambulances, Superior worked with the Town to approve the location of the ambulances.

*Please contact Merrillville Fire Chief Yerga for any additional information needed.*

### **Chesterton**

Superior Ambulance has been the 9-1-1 EMS provider for Chesterton since 2013. Superior provides one (1) ALS ambulance 24 hours of every day of the year and billing services for EMS transport(s) at no additional cost to the Town of Chesterton. The EMS services provided within the Town are cohesively seamless within the fire department.

*Please contact Chesterton Fire Chief Jarka for any additional information needed.*

Superior has been actively providing 9-1-1 services since the company was established.

- 1950's – Superior provided all 9-1-1 ambulance service for DuPage County, Illinois
- 1960's – Superior expanded 9-1-1 services to Indiana providing emergency ambulance service to the City of Gary and Lake County, Indiana
- 1970's – Superior enters Air Medical Transport Services
- 1980's – Superior establishes Metro Paramedic Services, a contract paramedic service providing vehicles and personnel to communities.
- 1990's – Superior continues to grow and expand Metro Paramedic Service, begins NORCOMM Public Safety Communications to provide 9-1-1 dispatching services to communities and adds Paramedic Billing Services to contract with communities to provide EMS billing services.
- 2000's – Superior Air Med is launched, allowing access to helicopter services on scene of accidents for rapid transport of patients to trauma centers.

Superior Air-Ground Ambulance Service, Inc. along with its subsidiary, Metro Paramedic Services, provides EMS personnel, Firefighting personnel and leases medical equipment including ambulances to the following communities and Fire Protection Districts:

#### **Michigan Municipal Operations**

Detroit EMS Private Provider Emergency Response System

City of Rochester Fire Department. Provide Firefighter/Paramedics and EMT's

**Indiana Operations**

Chesterton F.D.  
 ArcelorMittal Mill – Burns Harbor  
 East Chicago F.D.  
 Dyer F.D.

Burns Harbor F.D.  
 Merrillville F.D.  
 Munster F.D.  
*Griffith F.D. – January 1<sup>st</sup>, 2018*

**Illinois Municipal Operations**

Grayslake F.P.D.  
 Elmhurst Fire Department  
 Cicero Fire Department  
 Warrenville F.P.D.  
 Countryside F.P.D.  
 Round Lake F.P.D.  
 Elwood F.P.D.  
 Antioch Rescue Squad

Mundelein F.P.D.  
 Bloomfield Genoa City Fire Department  
 Roselle Fire Department  
 Exxon Mobile Joliet Refinery  
 Fox Lake Fire Department  
 Walworth County, WI F.P.D.  
 Village of Bellwood

**An Example of a current Private-Public Partnership Mode**

For the past 35 years the City of Elmhurst, Illinois has partnered with Superior Ambulance to provide the highest possible quality paramedic services to the Elmhurst community in a most efficient way financially possible. We created a public-private partnership to co-manage EMS services for the community. Superior has provided the City of Elmhurst a contract for EMS service (two (2) ALS ambulances with equipment, personnel to run the full-time ambulances 24 hours of every day of the year and billing services for the EMS transports). The agreement established financial expectations and required annual auditing.



The City of Elmhurst has determined that the paramedic service provided by Superior Ambulance has yielded better results for the City than that which would have occurred if they would have provided EMS service independently. In the appropriate environment, public /private partnerships have proven to be of benefit to communities.



## **ADDENDUM K – CAAS**

### **CAAS ACCREDITATION** **October 30, 2017 Panel of Commissioners Meeting**



Superior Air-Ground Ambulance Service of Michigan, Inc. has recently completed all components required for the accreditation process through the Commission on Accreditation of Ambulance Services ("CAAS"). Superior has met all of the standards through the off-site review of documentation that concluded on May 22, 2017, and, the on-site review that concluded on September 29, 2017.

We are confident in the expectation that the CAAS Panel of Commissioners will grant Superior Air-Ground Ambulance Service of Michigan, Inc. accreditation status at the October 30, 2017 panel meeting.

#### **Commission on Accreditation of Ambulance Services ([www.caas.org](http://www.caas.org))**

The Commission on Accreditation of Ambulance Services was established to encourage and promote quality patient care in America's medical transportation system. Based initially on the efforts of the American Ambulance Association, the independent Commission established a comprehensive series of standards for the ambulance service industry.

Accreditation signifies that your service has met the "gold standard" determined by the ambulance industry to be essential in a modern emergency medical services provider. These standards often exceed those established by state or local regulation. The CAAS standards are designed to help increase operational efficiency and decrease risk and liability across the entire spectrum of the organization.

The process includes a comprehensive self-assessment and an independent external review of the EMS organization. This independent process provides verification to your Board of Directors, city council, medical community and others that quality care is provided to the community.

All ambulance systems are eligible for the three-year accreditation including private, public, fire department and hospital-based.

The Commission's Board of Directors includes representatives of the following national EMS-related organizations:

- American Ambulance Association (AAA)
- American College of Emergency Physicians (ACEP)
- International Association of Fire Chiefs (IAFC)
- National Association of EMS Physicians (NAEMSP)
- National Association of EMTs (NAEMT)
- National Association of State EMS Officials (NASEMSO)
- National EMS Management Association (NEMSMA)
- National Highway Traffic Safety Administration (NHTSA) – Liaison Representation

**Contract**

Superior Air-Ground Ambulance Service of Michigan has no significant changes to the City of Novi Emergency Medical Services Draft contract but may suggest references to HIPPA and other federal statutes to be added.



**NOTICE - CITY OF NOVI**  
**REQUEST FOR PROPOSALS**

**EMERGENCY MEDICAL SERVICES**

The City of Novi will receive sealed proposals for **Emergency Medical Services** according to the specifications of the City of Novi.

**A mandatory pre-proposal meeting will be held Thursday, October 12, 2017, at 10:00 A.M.** at the Novi Civic Center, 45175 Ten Mile Rd., Novi, MI 48375.

Sealed proposals will be received until **2:00 P.M.** prevailing Eastern Time, **Thursday, October 26, 2017** at which time proposals will be opened and read. Proposals shall be addressed as follows and delivered to:

**CITY OF NOVI**  
**CITY CLERK'S OFFICE**  
45175 Ten Mile Rd.  
Novi, MI 48375-3024

OUTSIDE OF MAILING ENVELOPES/PACKAGES MUST BE PLAINLY MARKED **"EMERGENCY MEDICAL SERVICES RFP"** AND MUST BEAR THE NAME OF THE PROPOSER.

The City reserves the right to accept any or all alternative proposals and award the contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City.

Sue Morianti  
Purchasing Manager

Notice dated: October 5, 2017

**NOTICE TO PROPOSERS:**

The City of Novi officially distributes RFP documents through the Michigan Intergovernmental Trade Network (MITN). **Copies of RFP documents obtained from any other source are not considered official copies.** The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those vendors who obtain RFP documents from the MITN system are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, [www.mitn.info](http://www.mitn.info) and obtain an official copy.



**CITY OF NOVI**  
**EMERGENCY MEDICAL SERVICES**  
**INSTRUCTIONS TO PROPOSERS**

This RFP is issued by the Purchasing Office of the City of Novi.

**IMPORTANT DATES**

RFP Issue Date	October 5, 2017
<b>Mandatory Pre-proposal Meeting</b>	<b>Thursday, October 12, 2017 at 10:00 A.M.</b> Novi Civic Center 45175 Ten Mile Rd. Novi, MI 48375
Last Date for Questions	Thursday, October 19, 2017 by 12:00 P.M. Submit questions via email to: Sue Morianti, Purchasing Manager smorianti@cityofnovi.org
Response Due Date	<b>Thursday, October 26, 2017 by 2:00 P.M.</b>
Potential Interview Dates	<b>November 27, 2017 at 6 P.M.</b>
Anticipated Award Date	<b>December 4, 2017</b>
Anticipated Effective Date of Contract	<b>January 22, 2018</b>

**QUESTIONS**

Please email all questions to the staff member listed above. Please write the name of the RFP in the subject line. If you write anything else in the subject line, your email may be deleted as spam.

**PROPOSAL SUBMITTALS**

Provide **eight (8)** copies (total) of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL, **six (6)** copies of the original proposal, clearly marked as COPY, and **one (1)** digital copy of your proposal on a CD or flash drive. Original proposal may be clipped but should not be stapled or bound. Copies may be stapled and bound. The original and copies should be identical, excluding the obvious difference in labeling. No other distribution of the proposal will be made by the Contractor. Proposal must be signed by an official authorized to bind the Contractor to its provisions.

FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.



**CHANGES TO THE RFP/ADDENDUM**

Should any prospective Proposer be in doubt as to the true meaning of any portion of the Request for Proposal, or should the Proposer find any patent ambiguity, inconsistency, or omission therein, the Proposer shall make a written request (via email) for official interpretation or correction. Such request shall be submitted to the specified person by the date listed above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at [www.mitn.info](http://www.mitn.info). Any addendum issued by the City shall become part of the RFP and shall be taken into account by each proposer in preparing their proposal. Only written addenda are binding. It is the Proposer's responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

**SUBMISSION OF PROPOSALS**

Proposals must be submitted in a sealed envelope. Outside of mailing envelope must be labeled with name of contractor and name of RFP. Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at the Novi City Clerk's Office, on or before the specified time and date. There will be no exceptions to this requirement. Proposal is considered received when in the possession of the City Clerk. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals. The City reserves the right to postpone an RFP opening for its own convenience.

Proposals must be clearly prepared and legible and must be signed by an Authorized Representative of the submitting Company on the enclosed form. Proposals must show unit and total prices. **ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.**

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the proposal may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Proposers are expected to examine all specifications and instructions. Failure to do so will be at the proposer's risk.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

Any samples, CDs, DVDs or any other items submitted with your proposal will not be returned to the contractor.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

USE OF THE CITY OF NOVI LOGO IN YOUR PROPOSAL IS PROHIBITED.

### **RESPONSIVE PROPOSALS**

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unit prices shall be submitted if space is provided on proposal form. In cases of mistakes in extension, the unit price shall govern. Accordingly, the City reserves the right to declare as non-responsive, and reject an incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is not provided.

### **EXCEPTIONS**

The City will not accept changes or exceptions to the RFP documents/specifications unless Contractor indicates the change or exception in the "Exceptions" section of the proposal form. If Contractor neglects to make the notation on the proposal form but writes it somewhere else within the RFP documents and is awarded the contract, the change or exception will not be included as part of the contract. The original terms, conditions and specifications of the RFP documents will be applicable during the term of the contract.

### **CONTRACT AWARD**

The contract that will be entered into will be that which is most advantageous to the City, prices and other factors considered. The City reserves the right to accept any or all alternative proposals and to award the contract to other than the lowest proposer, waive any irregularities or informalities or both, to reject any or all proposals, and in general, to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interests of the City.

After contract award, notification will be posted on the MITN website at [www.mitn.info](http://www.mitn.info).

### **SELECTION PROCESS**

This document is a Request for Proposals. It differs from an Invitation to Bid in that the City is seeking a solution as described herein, and not a bid meeting firm specifications for the lowest price. As such the lowest price will not guarantee an award recommendation. Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, capacity and methodology, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the city. Those criteria that will be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

### **EVALUATION**

The City reserves the right to require proposers to meet all specified requirements. The initial pass/fail evaluation will be made by City representatives.

A team of staff members will evaluate targeted items of the proposals to determine the best level of service to be provided.

The evaluation and award of this proposal shall be a combination of factors including, but not limited to, professional competence, references, and the correlation of the proposal submitted to the needs of the City and any other factors considered to be in the best interest of the City.

The City reserves the right to award the proposal to one master contract provider who can provide the highest level of service at the lowest cost to the City. The City reserves the right to reject proposals which contain major deviations from specified requirements; to accept a proposal which has only minor deviations from specified requirements.

**AWARD**

Prices quoted shall remain firm for One Hundred Twenty (120) days or proposal award, whichever comes first except the successful provider whose prices shall remain firm for the entire contract period.

The contract shall commence within 45 days of the City's award date. The 45 day interval shall be used by the successful provider as the "start-up" period. The City and the recommended service provider will mutually agree upon the exact date.

## **GENERAL CONDITIONS**

### **TAX EXEMPT STATUS**

It is understood that the City is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal prices. The City will furnish the successful proposer with tax exemption certificates when requested.

### **TRANSFER OF CONTRACT/SUBCONTRACTING**

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The contractor shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City for such acts or omissions.

### **CONTRACT RENEWAL**

No contract shall be automatically renewed at the end of any contract term.

### **NON-DISCRIMINATION**

In the hiring of employees for the performance of work under this contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

### **ACCEPTANCE OF PROPOSAL CONTENT**

Should a contract ensue, the contents of the proposal of the successful Proposer may become contractual obligations. Failure of a contractor to accept these obligations may result in cancellation of the award.

### **DISCLOSURE**

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this RFP is available without redaction to any individual or organization upon request.

### **ECONOMY OF PREPARATION**

Proposals should be prepared simply and economically, providing a straightforward and concise description of the contractor's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the RFP.

The City is not liable for any costs incurred by proposers prior to issuance of a contract.

### **MATERIAL SAFETY DATA SHEETS (MSDS)**



All City purchases require a Material Safety Data Sheet, ("MSDS"), where applicable, in compliance with MIOSHA "Right To Know" law. The MSDS must include the following information:

1. The chemical name and the common name of the toxic substance.
2. The hazards or other risks in the use of the toxic substance, including:
  - a) The potential for fire, explosion, corrosive, and reactivity;
  - b) The known acute and chronic health effects of risks from exposure, including the medical conditions which are generally recognized as being aggravated by exposure to the toxic substance; and
  - c) The primary routes of entry and symptoms of overexposure.
3. The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment in case of overexposure.
4. The emergency procedure for spills, fire, disposal, and first aid.
5. A description in lay terms of the known specific potential health risks posed by the toxic substance intended to alert any person reading this information.
6. The year and month, if available, that the information was compiled and the name, address, and emergency telephone number of the manufacturer responsible for preparing the information.

#### **INDEPENDENT PRICE DETERMINATION**

By submission of a proposal, the proposer certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

- (a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other Competitor; and
- (b) No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Each person signing the proposal certifies that:

- (c) He is the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or
- (d) He is not the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.



CITY OF NOVI  
EMERGENCY MEDICAL SERVICES  
SPECIFICATIONS

**SECTION I: OVERVIEW**

**Anticipated Services:** The City of Novi is soliciting proposals from qualified providers for the provision of advanced life support ambulance and related services for the City of Novi. Proposals shall encompass, at a minimum, advanced life support ambulance service for the City.

**Explanation of Proposal Alternates:**

**Alternate 1 - Seven and one-half (7.5) minute response time**

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven and one-half (7.5) minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed twelve (12) minutes. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than twelve (12) minutes, 90% of the time and shall not exceed fifteen (15) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.

**Alternate 2 – Seven (7) minute response time**

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed ten (10) minutes. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than ten (10) minutes, 90% of the time and shall not exceed twelve (12) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.

**Definitions:** Priority 1 and Priority 3 definitions can be found in Oakland County Medical Control Authority Policy.

**Contract:** A sample contract is included as part of these specifications. It may be necessary to modify some language regarding the number of ambulances and the associated response times depending upon which Alternate is chosen by the City.

**Contract Term:** It is the intent of the City of Novi to enter into a contract with the provider that can provide the highest level of service at the lowest cost to the municipality. The contract award shall be for a period of two (2) years with an option to renew for an additional three (3) years in one (1) year increments. **The proposal shall include an implementation schedule, which shall not exceed 45 days after award of contract.**

**Contract Termination:** The City may terminate this Agreement without cause and for any reason by providing written notice to the other party **ninety (90)** days prior to the date of termination.

**Desired System:** The desired system will consist of advanced life support ambulances for transportation that will be assigned to and operate from the City. In order to assure continuity of care, it is anticipated that one provider will be chosen to provide advanced life support ambulance service.

**Historical Call Volume:** Historical Call Volumes (emergency & non-emergencies) will be provided at the mandatory pre-bid meeting.

**Other Considerations:** The successful provider **may** use a portion of the building located at 25804 Beck Road, known as Old Fire Station #4 for a monthly cost of \$1,000 per month plus utilities. The provider shall service the snow removal. The provider shall pay any damages to the property that is caused by the Company. Provider may use the vehicle bay area and the interior living area of the building. All use is subject to the terms and conditions as outlined in the attached contract.

The successful provider may use designated space within the City of Novi's current Fire Station No. 3, located at 42785 Nine Mile Road. Provider may have temporary access to a designated area within the vehicle bay and the interior living areas at night and on weekends when the building is not staffed by City fire personnel. All use is subject to the terms and conditions as outlined in the attached contract. These locations will be available for a walk-through on the date of the Pre-Proposal Meeting.

## **SECTION II: OPERATIONAL REQUIREMENTS – AMBULANCE SERVICE**

The following are the operation requirements for the ambulance service component of the system.

The proposal response must include an answer to each individual item below. Your response should be concise and complete and use the lettering system & section title

as provided. The City reserves the right to eliminate from consideration any proposal incomplete or not organized as required.

- A. Response time** – The City standard will be seven and one-half (7.5) minutes for 90% of Priority 1 responses or seven (7) minutes for 90% of Priority 1 responses depending upon the Alternate that is chosen.

Response time criteria shall not apply to incidents that are dispatched as non-emergency (Priority 3) or downgraded to non-emergency prior to the arrival of the ambulance. There shall also be consideration given for area wide weather emergencies including but not limited to: snowstorms, ice storms, high winds, etc.

- B. Deployment plan** – The provider shall include in its initial proposal a proposed deployment plan for each Alternate, indicating the number of units required to meet the response time standard and the backfill (move up) strategy. The deployment plan shall specify the required unit coverage by hour and day of the week. A data prediction for service to incorporate into the deployment model is preferred.

- C. Licensure** – The provider's service area, vehicles, and personnel shall be appropriately licensed including those specifically required by the Michigan Department of Consumer and Industry Services. **A copy of your company's State of Michigan license to provide services in Michigan is required.**

- D. Advanced Life Support** – All ambulances utilized by the provider shall be capable of providing advanced life support in accordance with the Oakland County Medical Control Authority and Health Emergency Medical Services, Inc.

- E. Vehicles** – Providers shall include in their proposal the specific information for the vehicles they propose to utilize including age, type, and mileage. All vehicles shall be maintained in safe operating condition. Vehicle chassis over 5 years old are not acceptable. Maintenance logs shall be maintained for each vehicle and be available for inspection. Providers shall indicate what preventative maintenance programs are in place and shall indicate the number of "critical vehicle failures" per 100,000 miles driven for the last three years. Providers shall include the procedure their company uses to maintain and repair their vehicles including how, when, and where the vehicles are serviced.

- F. Reports** – Response time summaries, by participating entity and by other geographic zones as may be designated, including the listing of all response time exceptions, shall be reported at least monthly. These reports shall include: compliance with response time standards in a format prescribed by the City including the ability to sort by entity, and other geographic zones as may be designated; incidents of unit breakdowns, listing of calls referred to other agencies, "Level-O" time, mutual aid response times, call downgrades and other reports used to determine contract compliance. These reports may vary from month to month depending on specific issues that need to be addressed. In addition to hard copies as required, data shall be submitted to the City in primarily electronic



format. The provider shall also submit required information to the City in a manner and format prescribed by the City (i.e. compatibility with an information system prescribed by the City). Non-compliance with this provision will be subject to contract termination based upon the 90 day notice provision.

- G. Monthly meetings** – A supervisory member of the provider’s staff shall participate in a monthly in-person meeting with the Director of EMS/Fire Operations or designee to assess the effectiveness of the program and jointly review and address any issues or concerns.
- H. Personnel** – The provider shall perform a CCH (Complete Criminal History) on all of its Paramedics and Emergency Medical Technicians. Employees with a conviction for Criminal Sexual Conduct (CSC) or violation of the Controlled Substances Act shall not be allowed to work in the City area. Employees with a conviction for theft or larceny within the last five (5) years shall not be allowed to work in the City area.

The provider shall perform a Complete Driving History on all of its Paramedics and Emergency Medical Technicians in the beginning of the contract and continually through the engagement period, in advance of any new employee working in the City. Employees with two or more convictions for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated (OWI), Operating While Visibly Impaired (OWVI), Operating While Under the Influence of Narcotic (OUIN), or any two or more convictions of any combination thereof, shall not be allowed to work in this area. Employees with a conviction for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated, Operating While Visibly Impaired (OWVI), Operating While Under the Influence of Narcotic (OUIN), in the last five years shall not work in this area.

The provider shall indicate how personnel are screened for motor vehicle operator records and what additional criteria are used for qualification and/or disqualification in the screening. All vehicle operators shall be required to attend a nationally recognized driver training program.

The provider shall notify the Oakland County Medical Control Board, Health Emergency Medical Services, Inc. and the State Division of Emergency Medical Services if any of its Paramedics or Emergency Medical Technicians are criminally charged with any felony, or terminated from employment for any narcotic larceny or narcotic/alcohol use problem.

The provider shall agree to remove for cause an employee from the City operating area upon written request of the fire or police chief of one of the City member communities.

- I. Drug Testing** – The provider shall have a random and probable cause drug testing program for all personnel operating in the City area.

- J. **Quality Assurance Program** – The provider shall provide a description of the quality assurance program in place to continually assess the quality of treatment by EMS personnel.
- K. **Complaint Resolution** – In the event a complaint arises over the provision of emergency medical care, the procedure shall be as follows:
- (1) The complaint shall be referred to the City staff for investigation and review.
  - (2) In the event the complaint is not resolved, it shall be referred to the Quality Improvement committee of the Oakland County Medical Control Authority.
- L. **Incident Command System** – The provider shall provide training on at least an annual basis for ambulance personnel operating in the City area on their role and responsibilities within the framework of the Incident Command System.
- M. **Hazardous Materials Training** – All ambulance personnel shall be trained to the hazmat first responder awareness level as designated by the Michigan Firefighters Training Council. The provider shall submit documentation of this training.
- N. **Insurance** - A certificate of insurance naming the City as an additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements as specified in the attached Agreement is to be provided to the City and remain in force during the entire contract period.

**The cost of the additional insurance coverage must be included in the prices quoted for the services to be provided. No additional cost for insurance will be accepted by the City.**

A Certificate of Insurance on an ACORD Form showing present coverage must be included with your proposal.

**PLEASE HAVE YOUR INSURANCE COMPANY VERIFY BY MEANS OF A LETTER THAT YOUR COMPANY WILL MEET INSURANCE SPECIFICATIONS IF AWARDED A CONTRACT. YOUR COMPANY SHOULD SUBMIT THIS LETTER WITH YOUR PROPOSAL DOCUMENT.**

**Failure on the part of any proposer to contact his/her insurance carrier to verify that the insurance carried by the proposer meets City specifications may result in this proposal being completed incorrectly.**

All coverage shall be with insurance carriers licensed and admitted to do business in Michigan and acceptable to the City.

The "Service Provider" does warrant that by signing the proposal document, the "additional insured endorsement" will be included in the insurance coverage supplied to the City as part of the specified requirements.

- O. Resource for Public Safety Agency Training** – The provider shall serve as a resource for EMS training for the fire and police departments of the City. This shall include MFR, EMT, CPR, first aid, and other related training.
- P. Mutual Aid and Mass Casualty Preparedness** – The provider shall submit a mutual aid resource plan showing the average number of Advanced ambulances that could be provided for **a back to back or multi-casualty incident, life-threatening disaster, or major emergency as determined by the City**. This shall include typical response times based on average activity. The plan should include contingency planning for multiple back-to-back-incidents across the City’s geographic area.
- Q. Incident Standby** – The provider shall provide ambulance units as requested to standby at the scenes of fires, hazardous materials incidents, and fire training incidents as requested. These units shall not leave the incident unless released by the incident commander. The ambulance units shall assist in medical evaluation of emergency personnel as required.
- R. Communications** – The Advanced Life Support ambulances shall be equipped with mobile and portable communications equipment allowing them to communicate with; provider’s dispatch, local medical first responder, and fire units. The providers shall indicate what backup systems exist to facilitate dispatch communications in the event of a failure of the primary radio transmitter. Oakland County is currently using the County 800 MHz radio system for ALS units to hospital communications. The Company will provide five (5) alpha-numeric pagers or other alternative method to the City to communicate “priority” or “non-priority” status.
- The Company will provide the City’s Communication Center with access to Automatic Vehicle Locator (AVL) Systems to track their ambulances. Global Positioning System (GPS) Technology will increase accountability and promote greater awareness of the level of service provided by service areas throughout the City. The AVL systems may be used to review vehicle positioning histories, identify locations of existing assets to improve dispatch efficiency, monitor appropriate vehicle usage, and report vehicle movements to pass on information to our Public Safety Team. The AVL technology will be used to improve the efficiency of emergency medical service delivery in the City.
- S. Recording Capability** – The provider shall record all telephone and radio communications and retain the recordings for a minimum of one year.
- T. E-911 Interface** – The provider shall operate an Enhanced 911 (E-911) secondary PSAP capable of interfacing with all of the E-911 systems utilized by the City to allow the transfer of E-911 calls including ANI/ALI information to minimize the time required to initiate a response.
- U. Emergency Medical Dispatch** – The provider shall utilize a nationally accepted telephone triage system and all dispatch personnel shall be certified in the

program in use. Dispatchers shall provide pre-arrival emergency care instructions to the calling party when appropriate.

- V. Blood Borne Pathogen Decontamination Facility** – The provider shall make available a decontamination facility for City police and fire personnel. This facility may be located at the provider's location and shall provide shower and laundry equipment in compliance with the applicable requirements. This facility shall be available on a 24 hour – 7 day a week basis with a 15 minute advance notification. Proposers shall specify the location and capability of their contamination facility.
- W. Disposal of Bio-Hazard Contaminated Waste** – The provider shall provide disposal service for any contaminated materials generated by the police or fire departments. Waste will be bagged and tagged with appropriate labels by City personnel and forwarded to the provider for disposal.
- X. Base of Operations** – The provider shall identify the location(s) which are to serve as the base of operations for this program, including dispatch, administration, and fleet maintenance.
- Y. Restocking of Medical Supplies** – The provider shall provide a plan for restocking expendable medical supplies utilized by medical first responders that complies with Medicare/Medicaid reimbursement regulations and guidelines.
- Z. Charges** – The provider shall specify what ambulance user charges are to be assessed and include a current schedule of charges. The City shall not be billed, nor will they be financially responsible for medical services rendered by the provider. A request for increased rates must be made at least thirty (30) days prior to the proposal effective date of the rate change.
- AA. Staffing Coverage** – Deployment plans specifying staffing coverage to meet the performance requirements for advanced life support (ALS) ambulance shall be included in the proposal.
- BB. Novi Police Department Requested Blood Draws** – The service provider will provide this service upon request by the Novi Police Department. The cost for this service will be paid by the Police Department. Service provider will provide a cost on the Fee Proposal Form.

#### **EMS TRAINING/MATERIALS**

As a specified requirement, the service provider shall serve as a resource for EMS training of City employees. The provider will be able to pass the cost of mandated instructor fees, course cost, books and training materials to the City.

#### **CONTRACT CANCELLATION DUE TO POOR PERFORMANCE**

Due to the emergency nature of the services to be provided, and in the event that the service provider does not or cannot perform to mutually decided criteria, the City reserves the right, at their sole discretion, to cancel the contract and/or employ as



necessary other companies or additional companies and/or municipal personnel as necessary.

**FINANCIAL REPORT**

The City, at their discretion, may require the service provider to supply a Financial Report from an impartial Financial Credit Reporting Service before award of contract.



Please note that solicitations issued prior to June 10, 2017 can be found here: <http://legacy.mtn.info>

#### Addendum Description

Please note: There is a mandatory pre-proposal meeting scheduled on Thursday, October 12, 2017 at 10:00 A.M. at the Novi Civic Center, 45175 Ten Mile Road, Novi, MI 48375.

#### Notice Modifications

Notice Information	From Value	To Value
Pre-Bidding Events	--	<b>Prebid Conference</b>
	--	<b>Mandatory</b>
	--	<b>10/12/2017 10:00 AM EST/EDT</b>
	--	<b>Novi Civic Center, 45175 Ten Mile Road, Novi, MI 48375</b>
	--	--

#### Category Modifications

Added Categories
No Categories Added
Removed Categories
No Categories Added



**CITY OF NOVI**  
**RFP EMERGENCY MEDICAL SERVICES**  
**ADDENDUM #2**

**INTENT:** This addendum has been issued to modify and/or interpret the original specifications for the RFP named above. Unless otherwise instructed, the information contained within this Addendum shall take precedence over anything contrary in the original specifications, and shall hereinafter be considered as part of the package.

**RESPONSE:** The Contractor shall verify receipt of this Addendum on the Fee Proposal Form.

**CONTENTS:** Included in this Addendum are five (5) pages of written addenda description, plus two (2) pages of sign-in sheets from the mandatory pre-proposal meeting, plus a separate Excel document of response times for 12 months.

**CLARIFICATIONS:**

1. Please indicate in your proposal whether your firm is certified/accredited by:
  - Commission on Accreditation of Ambulance (CAAS)
  - Accredited Center of Excellence (ACE) by the National/International Academies of Emergency Dispatch
  - Commission on Accreditation for Law Enforcement (CALEA) Public Safety Communications Accreditation Program

**QUESTIONS:**

1. Can we get a copy of the blood draw policy?  
*Answer: It is included in this addendum.*
2. How many times are blood draws requested?  
*Answer: Approximately 2-4 times per month.*
3. What is the current cost of blood draws to the City?  
*Answer: \$85*
4. How many standbys are done each year?  
*Answer: Currently, 32. This number may increase or decrease from year to year.*
5. Is it possible to obtain the last year of response time data?  
*Answer: It is included in this addendum in a separate Excel document.*

Sue Morianti  
Purchasing Manager

Notice dated: October 17, 2017

**NOVI POLICE DEPARTMENT**

**BLOOD DRAW PROCEDURES**

The blood sample may be obtained:

- When suspect is asked for a sample and they consent to the blood draw, or
- If suspect refuses the request and a search warrant is obtained for a blood sample.

Supplies:

- The containers used for the blood sample, a sanitizing wipe, and the shipping containers are provided by the Michigan State Police. Novi PD has these supplies in stock.
- The person/facility drawing the blood sample provides the needle and bandage.
- The shipping container is sent to and analyzed at the Michigan State Police Laboratory.

Procedures:

1. The arrested subject is read his/her chemical test rights.
2. If the subject consents, the process continues as outlined below. If the subject refuses, the officer obtains a search warrant from a judge to force the subject to give a blood sample.
3. Once the search warrant for the blood sample has been obtained, the process listed below continues.
4. An ambulance is requested to respond to the sally port area.
5. The prisoner is walked to the ambulance
6. The sealed box is opened by the officer
7. The paperwork inside the box is completed by the officer
8. The sanitary wipe and vials are given to the person who draws the blood
9. The paperwork and container are placed back into the shipping box
10. The box is sealed and initialed by the officer, who then gives it to the Records department to be shipped to the Michigan State Police Laboratory.

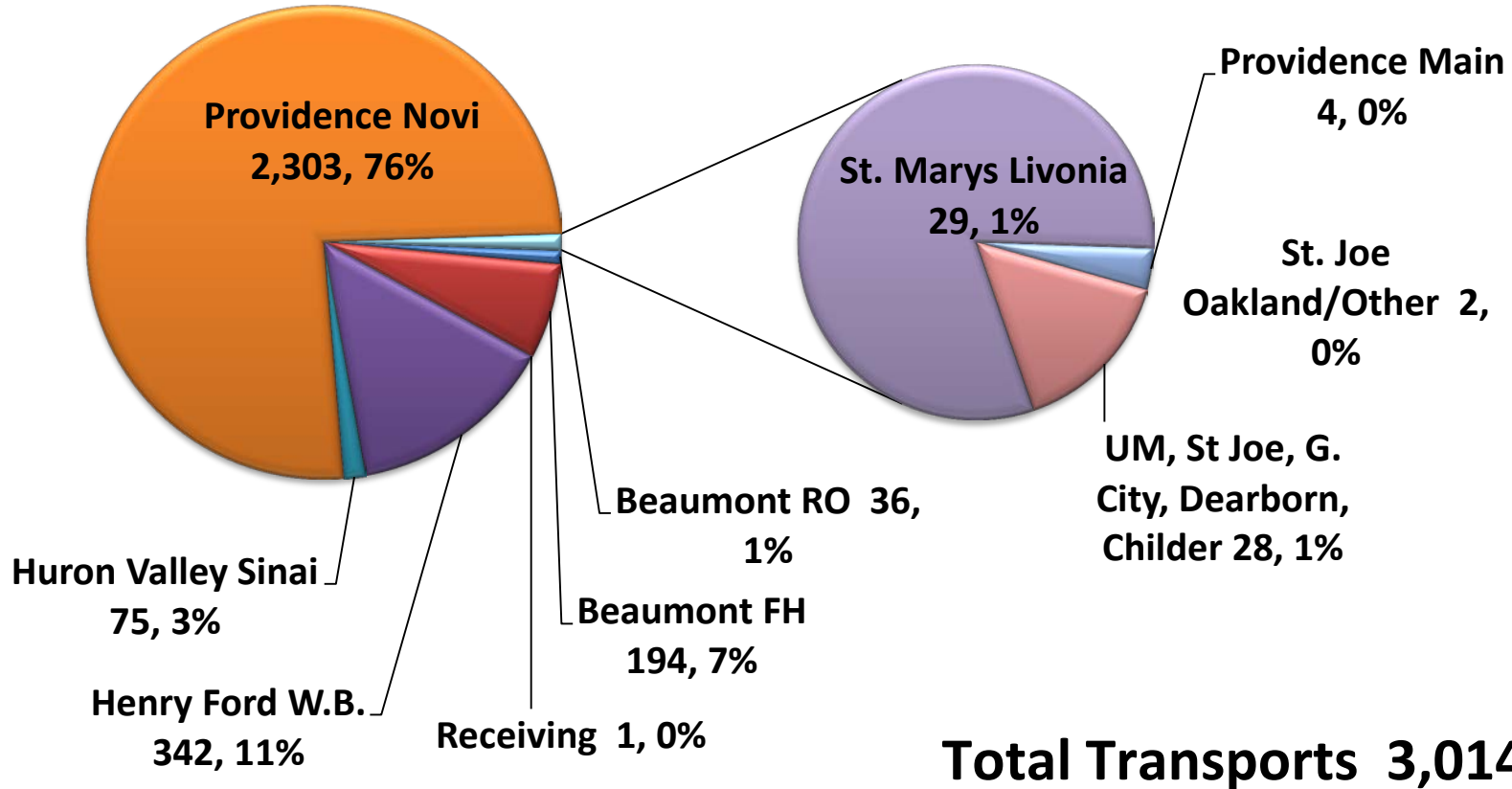
Uncooperative subject:

- In those cases in which the subject is combative, or the officer believes that the prisoner will physically resist the blood draw, the prisoner is transported to Saint John's Providence Park Hospital
- Once the prisoner is at the hospital, the procedures 6-10 (outlined above) will occur



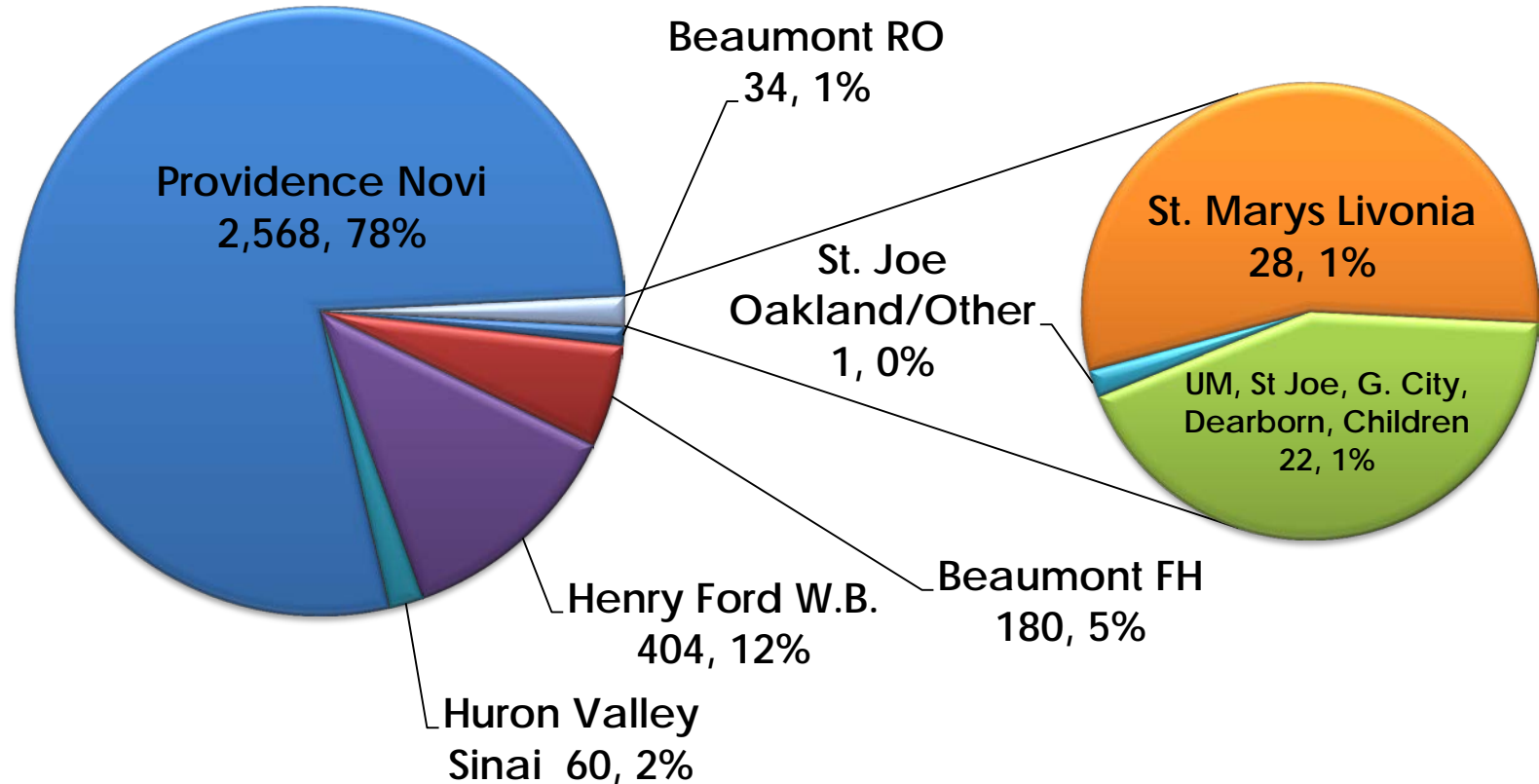
# EXHIBIT A

## EMS Hospital Transports 2015



# EXHIBIT A

## EMS Hospital Transports 2016

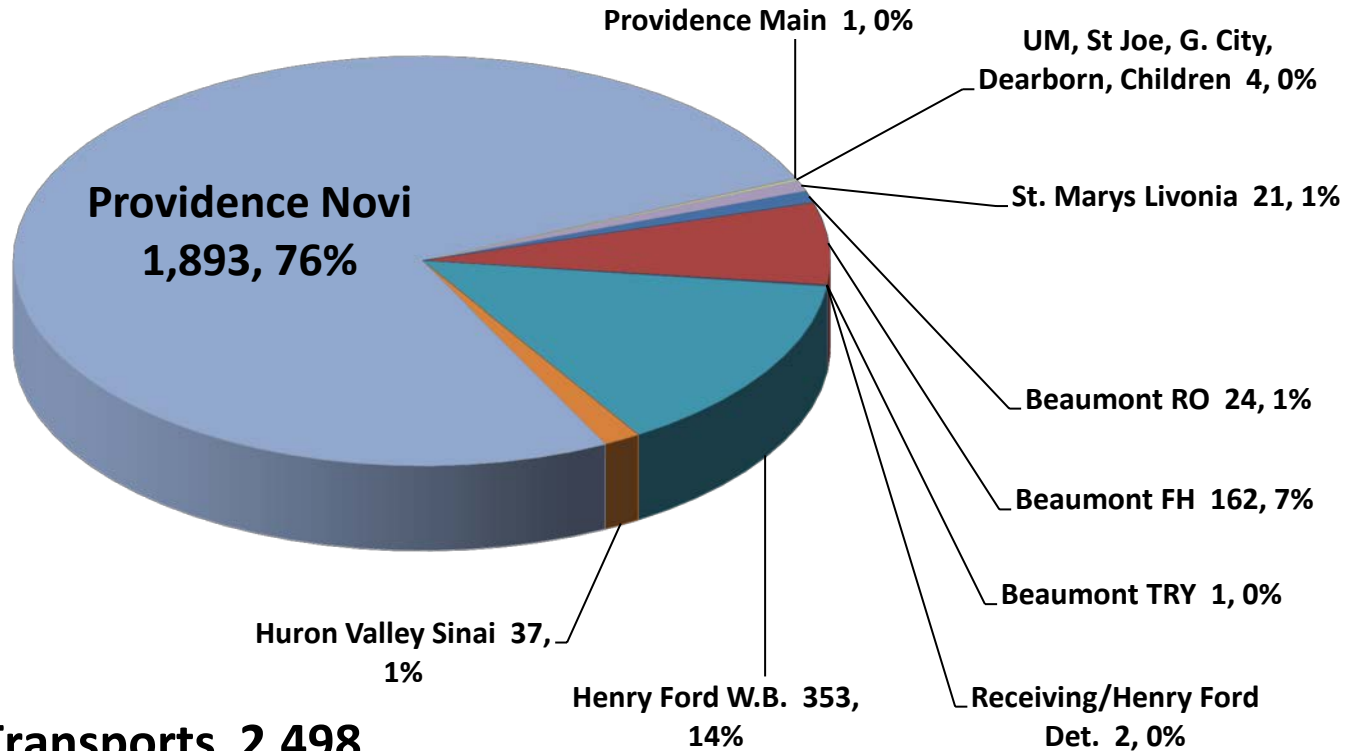


**Total Transports 3,297**



# EXHIBIT A

## EMS Hospital Transports 2017 YTD



**Total Transports 2,498**

January 1 – September 30, 2017





**NOTICE - CITY OF NOVI  
REQUEST FOR PROPOSALS**

**EMERGENCY MEDICAL SERVICES**

The City of Novi will receive sealed proposals for **Emergency Medical Services** according to the specifications of the City of Novi.

**A mandatory pre-proposal meeting will be held Thursday, October 12, 2017, at 10:00 A.M.** at the Novi Civic Center, 45175 Ten Mile Rd., Novi, MI 48375.

Sealed proposals will be received until **2:00 P.M.** prevailing Eastern Time, **Thursday, October 26, 2017** at which time proposals will be opened and read. Proposals shall be addressed as follows and delivered to:

**CITY OF NOVI  
CITY CLERK'S OFFICE**  
45175 Ten Mile Rd.  
Novi, MI 48375-3024

OUTSIDE OF MAILING ENVELOPES/PACKAGES MUST BE PLAINLY MARKED "**EMERGENCY MEDICAL SERVICES RFP**" AND MUST BEAR THE NAME OF THE PROPOSER.

The City reserves the right to accept any or all alternative proposals and award the contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City.

Sue Morianti  
Purchasing Manager

Notice dated: October 5, 2017

**NOTICE TO PROPOSERS:**

The City of Novi officially distributes RFP documents through the Michigan Intergovernmental Trade Network (MITN). **Copies of RFP documents obtained from any other source are not considered official copies.** The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those vendors who obtain RFP documents from the MITN system are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, [www.mitn.info](http://www.mitn.info) and obtain an official copy.



**CITY OF NOVI**  
**EMERGENCY MEDICAL SERVICES**  
**INSTRUCTIONS TO PROPOSERS**

This RFP is issued by the Purchasing Office of the City of Novi.

**IMPORTANT DATES**

RFP Issue Date	October 5, 2017
<b>Mandatory Pre-proposal Meeting</b>	<b>Thursday, October 12, 2017 at 10:00 A.M.</b> Novi Civic Center 45175 Ten Mile Rd. Novi, MI 48375
Last Date for Questions	Thursday, October 19, 2017 by 12:00 P.M. Submit questions via email to: Sue Morianti, Purchasing Manager smorianti@cityofnovi.org
<b>Response Due Date</b>	<b>Thursday, October 26, 2017 by 2:00 P.M.</b>
<b>Potential Interview Dates</b>	<b>November 27, 2017 at 6 P.M.</b>
<b>Anticipated Award Date</b>	<b>December 4, 2017</b>
<b>Anticipated Effective Date of Contract</b>	<b>January 22, 2018</b>

**QUESTIONS**

Please email all questions to the staff member listed above. Please write the name of the RFP in the subject line. If you write anything else in the subject line, your email may be deleted as spam.

**PROPOSAL SUBMITTALS**

Provide **eight (8)** copies (total) of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL, **six (6)** copies of the original proposal, clearly marked as COPY, and **one (1)** digital copy of your proposal on a CD or flash drive. Original proposal may be clipped but should not be stapled or bound. Copies may be stapled and bound. The original and copies should be identical, excluding the obvious difference in labeling. No other distribution of the proposal will be made by the Contractor. Proposal must be signed by an official authorized to bind the Contractor to its provisions.

FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.



### **CHANGES TO THE RFP/ADDENDUM**

Should any prospective Proposer be in doubt as to the true meaning of any portion of the Request for Proposal, or should the Proposer find any patent ambiguity, inconsistency, or omission therein, the Proposer shall make a written request (via email) for official interpretation or correction. Such request shall be submitted to the specified person by the date listed above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at [www.mitn.info](http://www.mitn.info). Any addendum issued by the City shall become part of the RFP and shall be taken into account by each proposer in preparing their proposal. Only written addenda are binding. It is the Proposer's responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

### **SUBMISSION OF PROPOSALS**

Proposals must be submitted in a sealed envelope. Outside of mailing envelope must be labeled with name of contractor and name of RFP. Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at the Novi City Clerk's Office, on or before the specified time and date. There will be no exceptions to this requirement. Proposal is considered received when in the possession of the City Clerk. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals. The City reserves the right to postpone an RFP opening for its own convenience.

Proposals must be clearly prepared and legible and must be signed by an Authorized Representative of the submitting Company on the enclosed form. Proposals must show unit and total prices. **ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.**

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the proposal may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Proposers are expected to examine all specifications and instructions. Failure to do so will be at the proposer's risk.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

Any samples, CDs, DVDs or any other items submitted with your proposal will not be returned to the contractor.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

USE OF THE CITY OF NOVI LOGO IN YOUR PROPOSAL IS PROHIBITED.

### **RESPONSIVE PROPOSALS**

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unit prices shall be submitted if space is provided on proposal form. In cases of mistakes in extension, the unit price shall govern. Accordingly, the City reserves the right to declare as non-responsive, and reject an incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is not provided.

### **EXCEPTIONS**

The City will not accept changes or exceptions to the RFP documents/specifications unless Contractor indicates the change or exception in the "Exceptions" section of the proposal form. If Contractor neglects to make the notation on the proposal form but writes it somewhere else within the RFP documents and is awarded the contract, the change or exception will not be included as part of the contract. The original terms, conditions and specifications of the RFP documents will be applicable during the term of the contract.

### **CONTRACT AWARD**

The contract that will be entered into will be that which is most advantageous to the City, prices and other factors considered. The City reserves the right to accept any or all alternative proposals and to award the contract to other than the lowest proposer, waive any irregularities or informalities or both, to reject any or all proposals, and in general, to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interests of the City.

After contract award, notification will be posted on the MITN website at [www.mitn.info](http://www.mitn.info).

### **SELECTION PROCESS**

This document is a Request for Proposals. It differs from an Invitation to Bid in that the City is seeking a solution as described herein, and not a bid meeting firm specifications for the lowest price. As such the lowest price will not guarantee an award recommendation. Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, capacity and methodology, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the city. Those criteria that will be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

### **EVALUATION**

The City reserves the right to require proposers to meet all specified requirements. The initial pass/fail evaluation will be made by City representatives.

A team of staff members will evaluate targeted items of the proposals to determine the best level of service to be provided.

The evaluation and award of this proposal shall be a combination of factors including, but not limited to, professional competence, references, and the correlation of the proposal submitted to the needs of the City and any other factors considered to be in the best interest of the City.

The City reserves the right to award the proposal to one master contract provider who can provide the highest level of service at the lowest cost to the City. The City reserves the right to reject proposals which contain major deviations from specified requirements; to accept a proposal which has only minor deviations from specified requirements.

**AWARD**

Prices quoted shall remain firm for One Hundred Twenty (120) days or proposal award, whichever comes first except the successful provider whose prices shall remain firm for the entire contract period.

The contract shall commence within 45 days of the City's award date. The 45 day interval shall be used by the successful provider as the "start-up" period. The City and the recommended service provider will mutually agree upon the exact date.

## **GENERAL CONDITIONS**

### **TAX EXEMPT STATUS**

It is understood that the City is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal prices. The City will furnish the successful proposer with tax exemption certificates when requested.

### **TRANSFER OF CONTRACT/SUBCONTRACTING**

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The contractor shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City for such acts or omissions.

### **CONTRACT RENEWAL**

No contract shall be automatically renewed at the end of any contract term.

### **NON-DISCRIMINATION**

In the hiring of employees for the performance of work under this contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

### **ACCEPTANCE OF PROPOSAL CONTENT**

Should a contract ensue, the contents of the proposal of the successful Proposer may become contractual obligations. Failure of a contractor to accept these obligations may result in cancellation of the award.

### **DISCLOSURE**

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this RFP is available without redaction to any individual or organization upon request.

### **ECONOMY OF PREPARATION**

Proposals should be prepared simply and economically, providing a straightforward and concise description of the contractor's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the RFP.

The City is not liable for any costs incurred by proposers prior to issuance of a contract.

### **MATERIAL SAFETY DATA SHEETS (MSDS)**

All City purchases require a Material Safety Data Sheet, ("MSDS"), where applicable, in compliance with MIOSHA "Right To Know" law. The MSDS must include the following information:

1. The chemical name and the common name of the toxic substance.
2. The hazards or other risks in the use of the toxic substance, including:
  - a) The potential for fire, explosion, corrosive, and reactivity;
  - b) The known acute and chronic health effects of risks from exposure, including the medical conditions which are generally recognized as being aggravated by exposure to the toxic substance; and
  - c) The primary routes of entry and symptoms of overexposure.
3. The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment in case of overexposure.
4. The emergency procedure for spills, fire, disposal, and first aid.
5. A description in lay terms of the known specific potential health risks posed by the toxic substance intended to alert any person reading this information.
6. The year and month, if available, that the information was compiled and the name, address, and emergency telephone number of the manufacturer responsible for preparing the information.

#### **INDEPENDENT PRICE DETERMINATION**

By submission of a proposal, the proposer certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

- (a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other Competitor; and
- (b) No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Each person signing the proposal certifies that:

- (c) He is the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or
- (d) He is not the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.





**CITY OF NOVI**  
**EMERGENCY MEDICAL SERVICES**  
**SPECIFICATIONS**

**SECTION I: OVERVIEW**

**Anticipated Services:** The City of Novi is soliciting proposals from qualified providers for the provision of advanced life support ambulance and related services for the City of Novi. Proposals shall encompass, at a minimum, advanced life support ambulance service for the City.

**Explanation of Proposal Alternates:**

**Alternate 1 - Seven and one-half (7.5) minute response time**

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven and one-half (7.5) minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed twelve (12) minutes. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than twelve (12) minutes, 90% of the time and shall not exceed fifteen (15) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.

**Alternate 2 – Seven (7) minute response time**

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed ten (10) minutes. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than ten (10) minutes, 90% of the time and shall not exceed twelve (12) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.

**Definitions:** Priority 1 and Priority 3 definitions can be found in Oakland County Medical Control Authority Policy.

**Contract:** A sample contract is included as part of these specifications. It may be necessary to modify some language regarding the number of ambulances and the associated response times depending upon which Alternate is chosen by the City.

**Contract Term:** It is the intent of the City of Novi to enter into a contract with the provider that can provide the highest level of service at the lowest cost to the municipality. The contract award shall be for a period of two (2) years with an option to renew for an additional three (3) years in one (1) year increments. **The proposal shall include an implementation schedule, which shall not exceed 45 days after award of contract.**

**Contract Termination:** The City may terminate this Agreement without cause and for any reason by providing written notice to the other party **ninety (90)** days prior to the date of termination.

**Desired System:** The desired system will consist of advanced life support ambulances for transportation that will be assigned to and operate from the City. In order to assure continuity of care, it is anticipated that one provider will be chosen to provide advanced life support ambulance service.

**Historical Call Volume:** Historical Call Volumes (emergency & non-emergencies) will be provided at the mandatory pre-bid meeting.

**Other Considerations:** The successful provider **may** use a portion of the building located at 25804 Beck Road, known as Old Fire Station #4 for a monthly cost of \$1,000 per month plus utilities. The provider shall service the snow removal. The provider shall pay any damages to the property that is caused by the Company. Provider may use the vehicle bay area and the interior living area of the building. All use is subject to the terms and conditions as outlined in the attached contract.

The successful provider may use designated space within the City of Novi's current Fire Station No. 3, located at 42785 Nine Mile Road. Provider may have temporary access to a designated area within the vehicle bay and the interior living areas at night and on weekends when the building is not staffed by City fire personnel. All use is subject to the terms and conditions as outlined in the attached contract. These locations will be available for a walk-through on the date of the Pre-Proposal Meeting.

## **SECTION II: OPERATIONAL REQUIREMENTS – AMBULANCE SERVICE**

The following are the operation requirements for the ambulance service component of the system.

The proposal response must include an answer to each individual item below. Your response should be concise and complete and use the lettering system & section title

as provided. The City reserves the right to eliminate from consideration any proposal incomplete or not organized as required.

- A. Response time** – The City standard will be seven and one-half (7.5) minutes for 90% of Priority 1 responses or seven (7) minutes for 90% of Priority 1 responses depending upon the Alternate that is chosen.

Response time criteria shall not apply to incidents that are dispatched as non-emergency (Priority 3) or downgraded to non-emergency prior to the arrival of the ambulance. There shall also be consideration given for area wide weather emergencies including but not limited to: snowstorms, ice storms, high winds, etc.

- B. Deployment plan** – The provider shall include in its initial proposal a proposed deployment plan for each Alternate, indicating the number of units required to meet the response time standard and the backfill (move up) strategy. The deployment plan shall specify the required unit coverage by hour and day of the week. A data prediction for service to incorporate into the deployment model is preferred.
- C. Licensure** – The provider's service area, vehicles, and personnel shall be appropriately licensed including those specifically required by the Michigan Department of Consumer and Industry Services. **A copy of your company's State of Michigan license to provide services in Michigan is required.**
- D. Advanced Life Support** – All ambulances utilized by the provider shall be capable of providing advanced life support in accordance with the Oakland County Medical Control Authority and Health Emergency Medical Services, Inc.
- E. Vehicles** – Providers shall include in their proposal the specific information for the vehicles they propose to utilize including age, type, and mileage. All vehicles shall be maintained in safe operating condition. Vehicle chassis over 5 years old are not acceptable. Maintenance logs shall be maintained for each vehicle and be available for inspection. Providers shall indicate what preventative maintenance programs are in place and shall indicate the number of "critical vehicle failures" per 100,000 miles driven for the last three years. Providers shall include the procedure their company uses to maintain and repair their vehicles including how, when, and where the vehicles are serviced.
- F. Reports** – Response time summaries, by participating entity and by other geographic zones as may be designated, including the listing of all response time exceptions, shall be reported at least monthly. These reports shall include: compliance with response time standards in a format prescribed by the City including the ability to sort by entity, and other geographic zones as may be designated; incidents of unit breakdowns, listing of calls referred to other agencies, "Level-O" time, mutual aid response times, call downgrades and other reports used to determine contract compliance. These reports may vary from month to month depending on specific issues that need to be addressed. In addition to hard copies as required, data shall be submitted to the City in primarily electronic

format. The provider shall also submit required information to the City in a manner and format prescribed by the City (i.e. compatibility with an information system prescribed by the City). Non-compliance with this provision will be subject to contract termination based upon the 90 day notice provision.

- G. Monthly meetings** – A supervisory member of the provider's staff shall participate in a monthly in-person meeting with the Director of EMS/Fire Operations or designee to assess the effectiveness of the program and jointly review and address any issues or concerns.
- H. Personnel** – The provider shall perform a CCH (Complete Criminal History) on all of its Paramedics and Emergency Medical Technicians. Employees with a conviction for Criminal Sexual Conduct (CSC) or violation of the Controlled Substances Act shall not be allowed to work in the City area. Employees with a conviction for theft or larceny within the last five (5) years shall not be allowed to work in the City area.

The provider shall perform a Complete Driving History on all of its Paramedics and Emergency Medical Technicians in the beginning of the contract and continually through the engagement period, in advance of any new employee working in the City. Employees with two or more convictions for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated (OWI), Operating While Visibly Impaired (OWVI), Operating While Under the Influence of Narcotic (OUIN), or any two or more convictions of any combination thereof, shall not be allowed to work in this area. Employees with a conviction for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated, Operating While Visibly Impaired (OWVI), Operating While Under the Influence of Narcotic (OUIN), in the last five years shall not work in this area.

The provider shall indicate how personnel are screened for motor vehicle operator records and what additional criteria are used for qualification and/or disqualification in the screening. All vehicle operators shall be required to attend a nationally recognized driver training program.

The provider shall notify the Oakland County Medical Control Board, Health Emergency Medical Services, Inc. and the State Division of Emergency Medical Services if any of its Paramedics or Emergency Medical Technicians are criminally charged with any felony, or terminated from employment for any narcotic larceny or narcotic/alcohol use problem.

The provider shall agree to remove for cause an employee from the City operating area upon written request of the fire or police chief of one of the City member communities.

- I. Drug Testing** – The provider shall have a random and probable cause drug testing program for all personnel operating in the City area.

- J. **Quality Assurance Program** – The provider shall provide a description of the quality assurance program in place to continually assess the quality of treatment by EMS personnel.
- K. **Complaint Resolution** – In the event a complaint arises over the provision of emergency medical care, the procedure shall be as follows:
- (1) The complaint shall be referred to the City staff for investigation and review.
  - (2) In the event the complaint is not resolved, it shall be referred to the Quality Improvement committee of the Oakland County Medical Control Authority.
- L. **Incident Command System** – The provider shall provide training on at least an annual basis for ambulance personnel operating in the City area on their role and responsibilities within the framework of the Incident Command System.
- M. **Hazardous Materials Training** – All ambulance personnel shall be trained to the hazmat first responder awareness level as designated by the Michigan Firefighters Training Council. The provider shall submit documentation of this training.
- N. **Insurance** - A certificate of insurance naming the City as an additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements as specified in the attached Agreement is to be provided to the City and remain in force during the entire contract period.

**The cost of the additional insurance coverage must be included in the prices quoted for the services to be provided. No additional cost for insurance will be accepted by the City.**

A Certificate of Insurance on an ACORD Form showing present coverage must be included with your proposal.

**PLEASE HAVE YOUR INSURANCE COMPANY VERIFY BY MEANS OF A LETTER THAT YOUR COMPANY WILL MEET INSURANCE SPECIFICATIONS IF AWARDED A CONTRACT. YOUR COMPANY SHOULD SUBMIT THIS LETTER WITH YOUR PROPOSAL DOCUMENT.**

**Failure on the part of any proposer to contact his/her insurance carrier to verify that the insurance carried by the proposer meets City specifications may result in this proposal being completed incorrectly.**

All coverage shall be with insurance carriers licensed and admitted to do business in Michigan and acceptable to the City.

The "Service Provider" does warrant that by signing the proposal document, the "additional insured endorsement" will be included in the insurance coverage supplied to the City as part of the specified requirements.



- O. **Resource for Public Safety Agency Training** – The provider shall serve as a resource for EMS training for the fire and police departments of the City. This shall include MFR, EMT, CPR, first aid, and other related training.
- P. **Mutual Aid and Mass Casualty Preparedness** – The provider shall submit a mutual aid resource plan showing the average number of Advanced ambulances that could be provided for **a back to back or multi-casualty incident, life-threatening disaster, or major emergency as determined by the City**. This shall include typical response times based on average activity. The plan should include contingency planning for multiple back-to-back-incidents across the City's geographic area.
- Q. **Incident Standby** – The provider shall provide ambulance units as requested to standby at the scenes of fires, hazardous materials incidents, and fire training incidents as requested. These units shall not leave the incident unless released by the incident commander. The ambulance units shall assist in medical evaluation of emergency personnel as required.
- R. **Communications** – The Advanced Life Support ambulances shall be equipped with mobile and portable communications equipment allowing them to communicate with; provider's dispatch, local medical first responder, and fire units. The providers shall indicate what backup systems exist to facilitate dispatch communications in the event of a failure of the primary radio transmitter. Oakland County is currently using the County 800 MHz radio system for ALS units to hospital communications. The Company will provide five (5) alpha-numeric pagers or other alternative method to the City to communicate "priority" or "non-priority" status.

The Company will provide the City's Communication Center with access to Automatic Vehicle Locator (AVL) Systems to track their ambulances. Global Positioning System (GPS) Technology will increase accountability and promote greater awareness of the level of service provided by service areas throughout the City. The AVL systems may be used to review vehicle positioning histories, identify locations of existing assets to improve dispatch efficiency, monitor appropriate vehicle usage, and report vehicle movements to pass on information to our Public Safety Team. The AVL technology will be used to improve the efficiency of emergency medical service delivery in the City.

- S. **Recording Capability** – The provider shall record all telephone and radio communications and retain the recordings for a minimum of one year.
- T. **E-911 Interface** – The provider shall operate an Enhanced 911 (E-911) secondary PSAP capable of interfacing with all of the E-911 systems utilized by the City to allow the transfer of E-911 calls including ANI/ALI information to minimize the time required to initiate a response.
- U. **Emergency Medical Dispatch** – The provider shall utilize a nationally accepted telephone triage system and all dispatch personnel shall be certified in the

program in use. Dispatchers shall provide pre-arrival emergency care instructions to the calling party when appropriate.

- V. Blood Borne Pathogen Decontamination Facility** – The provider shall make available a decontamination facility for City police and fire personnel. This facility may be located at the provider's location and shall provide shower and laundry equipment in compliance with the applicable requirements. This facility shall be available on a 24 hour – 7 day a week basis with a 15 minute advance notification. Proposers shall specify the location and capability of their contamination facility.
- W. Disposal of Bio-Hazard Contaminated Waste** – The provider shall provide disposal service for any contaminated materials generated by the police or fire departments. Waste will be bagged and tagged with appropriate labels by City personnel and forwarded to the provider for disposal.
- X. Base of Operations** – The provider shall identify the location(s) which are to serve as the base of operations for this program, including dispatch, administration, and fleet maintenance.
- Y. Restocking of Medical Supplies** – The provider shall provide a plan for restocking expendable medical supplies utilized by medical first responders that complies with Medicare/Medicaid reimbursement regulations and guidelines.
- Z. Charges** – The provider shall specify what ambulance user charges are to be assessed and include a current schedule of charges. The City shall not be billed, nor will they be financially responsible for medical services rendered by the provider. A request for increased rates must be made at least thirty (30) days prior to the proposal effective date of the rate change.
- AA. Staffing Coverage** – Deployment plans specifying staffing coverage to meet the performance requirements for advanced life support (ALS) ambulance shall be included in the proposal.
- BB. Novi Police Department Requested Blood Draws** – The service provider will provide this service upon request by the Novi Police Department. The cost for this service will be paid by the Police Department. Service provider will provide a cost on the Fee Proposal Form.

#### **EMS TRAINING/MATERIALS**

As a specified requirement, the service provider shall serve as a resource for EMS training of City employees. The provider will be able to pass the cost of mandated instructor fees, course cost, books and training materials to the City.

#### **CONTRACT CANCELLATION DUE TO POOR PERFORMANCE**

Due to the emergency nature of the services to be provided, and in the event that the service provider does not or cannot perform to mutually decided criteria, the City reserves the right, at their sole discretion, to cancel the contract and/or employ as

necessary other companies or additional companies and/or municipal personnel as necessary.

**FINANCIAL REPORT**

The City, at their discretion, may require the service provider to supply a Financial Report from an impartial Financial Credit Reporting Service before award of contract.



**CITY OF NOVI**  
**EMERGENCY MEDICAL SERVICES**  
**FEE PROPOSAL FORM**

We the undersigned, as proposer, propose to furnish to the City of Novi according to the specifications, terms, conditions and instructions attached hereto and made a part thereof:

**ADVANCED LIFE SUPPORT/AMBULANCE/PARAMEDIC**

Prices listed will be the **monthly subsidy** required by the service provider to maintain the required service level at the response time indicated.

**ALTERNATE #1** –Required Response Time Standard: 7 minutes 30 seconds for 90% of Priority 1 Service

Initial Contract	Number of Ambulances Proposed	Cost per month
Year 1		\$
Year 2		\$
<b>Renewal Options</b>		
Year 3		\$
Year 4		\$
Year 5		\$

**ALTERNATE #2** – Required Response Time Standard: 7 minutes 00 seconds for 90% of Priority 1 Service

Initial Contract	Number of Ambulances Proposed	Cost per month
Year 1		\$
Year 2		\$
<b>Renewal Options</b>		
Year 3		\$

Year 4		\$
Year 5		\$

**ADDITIONAL CHARGES:**

Description	Fee
Novi Police Department Requested Blood Draws	\$

**IMPORTANT:** The service provider must include an *Ambulance User Charge Schedule* with their proposal document to be considered for award.

**Does the Company plan to utilize the two City of Novi facilities (25804 Beck Road and 42785 Nine Mile Road)?**

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**INSURANCE:**

- ☐ We can meet the specified insurance requirements.
- ☐ We cannot meet the specified insurance requirements.
- ☐ We do not carry the specified limits but can obtain the additional insurance coverage.
- ☐ We have included the required copy of our current insurance certificate with our proposal submission.

**REFERENCES:**

Providers shall submit a complete reference list consisting of agencies to which your company has provided services similar to those requested by the City of Novi (attach and mark REFERENCES for identification). List the three largest clients (by volume of runs) below.



AGENCY:			
ADDRESS:			
PHONE:		CONTACT:	
	<b>Ambulance Service:</b> (    ) Yes (    ) No <b>MFR:</b> (    ) Yes (    ) No		

AGENCY:			
ADDRESS:			
PHONE:		CONTACT:	
	<b>Ambulance Service:</b> (    ) Yes (    ) No <b>MFR:</b> (    ) Yes (    ) No		

AGENCY:			
ADDRESS:			
PHONE:		CONTACT:	
	<b>Ambulance Service:</b> (    ) Yes (    ) No <b>MFR:</b> (    ) Yes (    ) No		

**EXCEPTIONS TO SPECIFICATIONS** (all exceptions must be noted here or included on an additional sheet:

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**COMMENTS:** \_\_\_\_\_

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**We acknowledge receipt of the following Addenda:** \_\_\_\_\_  
 (please list addenda numbers)

**NON-IRAN LINKED BUSINESS:**

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1) that I am duly authorized to legally bind the company

submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

**THIS PROPOSAL SUBMITTED BY:**

Company (Legal Registration) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

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

Authorized Representative's Name \_\_\_\_\_

Authorized Representative's Title \_\_\_\_\_

Signature \_\_\_\_\_

E-mail \_\_\_\_\_

Date \_\_\_\_\_

## **HOLD HARMLESS CLAUSE**

To the fullest extent permitted by law, the \_\_\_\_\_  
(Name of service provider)

agrees to defend, pay in behalf of, indemnify and hold harmless the City of Novi, its City Council, all elected and appointed officials, employees, volunteers, and others working on behalf of the City of Novi against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Novi, its elected and appointed officials, employees, volunteers or others working in behalf of the City of Novi members by reason of personal injury, including bodily injury and death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract.

**Signature of Authorized Representative** \_\_\_\_\_