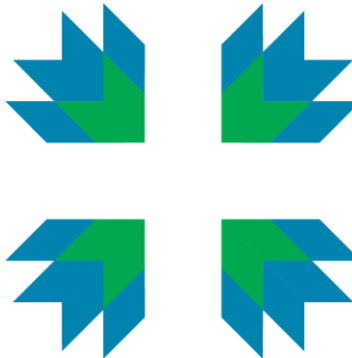




– REQUEST FOR PROPOSAL –

Emergency Medical Services

ISSUED JANUARY 18, 2024.



ROCKY BOY HEALTH CENTER

6850 Upper Box Elder Road
Box Elder, Montana 59521

Approved for Advertisement:

DocuSigned by:
Joel Rosette

Joel Rosette, Chief Executive Officer

SECTION I: GENERAL INFORMATION

1.1 Introduction

Rocky Boy Health Center (RBHC) is soliciting proposals for the provision of emergency medical services. The successful respondent will assume operations of the existing RBHC Emergency Medical Services/Ambulance program.

1.2 Owner

Rocky Boy Health Center (RBHC) has been educating and empowering our relatives to live well since 1976. RBHC provides a full suite of professional health care and services for over 4,000 people with a staff of over 200 employees. We provide these services in one modern facility for our Chippewa Cree community. Our vision is striving to be trusted, a valued partner, and creators of positive change. We are in the early stages of the implementation of a comprehensive health care model. Our plan includes a health care system that includes primary medical care, dentistry, optometry, behavioral health, traditional healing, specialty clinics (physical therapist, cardiology, women's health, nephrology, etc.), outpatient substance use disorder center, and emergency medical services.

1.3 Schedule

Event	Date/Time
RFP Release	January 19, 2024
Questions and Clarification Requests	As needed
Proposals Due	March 19, 2024
Notification	April 19, 2024

*RBHC reserves the right to modify this schedule dependent on the Health Center's needs.
Organizations responding to the RFP will be notified of any changes.*

1.4 Points of Contact

Tance Heavy Runner – Medical Administrative Assistant – nheavyrunner@rbclinic.org

Cynthia Stump – Procurement Officer – cstump@rbclinic.org

1.5 Purpose

The RBHC seeks proposals for the provision of Advanced Life Support (ALS)/Basic Life Support (BLS) emergency medical services. The successful respondent will be the Rocky Boy Health Center/Chippewa Cree Tribe's exclusive EMS provider within the exterior boundaries of the Rocky Boy's Indian Reservation, Montana.

The purpose of this procurement process is to provide a fully integrated, high performance EMS delivery system to the Rocky Boy's Indian Reservation, Montana. We are seeking qualified organizations or entities capable of assuming and managing the day-to-day operations of the EMS on the Rocky Boy's Indian Reservation. The selected organization will be responsible for providing comprehensive emergency medical services, including but not limited to:

- Ambulance response and transportation services
- Advanced life support (ALS) and basic life support (BLS) care
- Medical direction and oversight

- Dispatch and communications services
- Training and education programs for EMS personnel
- Equipment and supplies management
- Quality assurance and performance improvement initiatives
- Community outreach and public education
- Grant Management/Program Management
- Dispense quality emergency medical technicians (EMTs) and paramedics services

This request for proposals is developed pursuant to the RBHC Procurement Policy.

1.6 Instructions

All proposals must be submitted either in security protected pdf format or in a sealed envelope and clearly marked "Sealed Proposal-RBHC EMS" and include 1 copy of the proposal. Proposals will be accepted until 4:00 p.m. (mountain time) on March 19, 2024.

1.7 Methods of Submission

UNITED STATES MAIL:

Rocky Boy Health Center
Attn: Cynthia Stump, Procurement Officer.
6850 Upper Box Elder Road
Box Elder, MT 59521

SECURE ELECTRONIC MAIL:

cstump@rbclinic.org

SECTION II. REQUEST FOR PROPOSAL (RFP)

STATEMENT OF QUALIFICATIONS REQUIREMENTS: Description of Bidder practice areas and services proposed, including an explanation of how these services will best meet the RBHC needs as described in the Scope of Work. A list of licenses, training certifications, and references regarding reputation and qualifications of the firm and/or individual (s) performing the services and recommendations is required. Proposals shall clearly set forth fees or fee structure to be charged for services. Disclosure of any pending litigation or judgments rendered against the firm. Disclosure of any representation for matters in which the Chippewa Cree Tribe or its political subdivisions or enterprises were the client or party to such a matter.

SECTION III: EVALUATION PROCESS

Step 1: Written proposals will be reviewed for compliance with RFP requirements. Those that comply will go to Step 2.

Step 2: Written proposals will be reviewed and evaluated by the RBHC Executive Leadership and EMS Medical Director. Evaluations are conducted on a point system, and a preference for qualified Chippewa Cree Tribal bidders with secondary other Tribal preference according to CCT TERO policy. Points will be awarded among the following criteria listed in the Scope of Work.

Step 3: The RBHC will conduct reference checks for the highest scoring Proposal(s). If the reference checks are positive, interview(s) will be scheduled.

Step 4: RBHC will select and notify the company selected.

Step 5: Should the process require; contract negotiations will commence with the selected proposal.

Step 6: If negotiations with the initially selected respondent fail to produce an agreement, RBHC reserves the right to enter negotiations with one or more other companies or engage alternative options under the RBHC's Procurement Policy.

SECTION III. EVALUATION CRITERIA

The RBHC proposal should be based on the following criteria:

1. Cover letter: All proposals must include a cover letter submitted under the proposer's name containing the signature and title of the person or an authorized official that has the authority to enter into an agreement. The cover letter should also include contact information (name, email, address, telephone number and mailing address) for this proposal. The cover letter should include the proposer's interest and executive summary.
2. The selected organization should possess a strong track record and relevant experience in providing emergency services to tribal health organizations or being accredited by the Accreditation Association for Ambulatory Health Care (AAAHC). The summary of experience should demonstrate the following:
 - a. Previous involvement in delivering emergency medical services to tribal health organizations, highlighting successful partnerships and positive outcomes achieved.
 - b. Experience in managing emergency medical services in a manner that aligns with the unique needs and cultural sensitivities of tribal communities.
 - c. Knowledge and adherence to the standards and best practices set forth by the AAAHC in emergency service provision and management.
 - d. Demonstrated proficiency in coordinating and collaborating with tribal health organizations, tribal governments, and community stakeholders.
 - e. Expertise in addressing the challenges and requirements specific to emergency service provision in tribal health settings.
 - f. Any notable achievements, awards, or recognition received for excellence.
3. Description of your pricing structure. If using fee basis, indicate all-inclusive, hourly fee. If using a pricing structure per project, include a detailed price breakdown. Payments shall be made in accordance with the agreed upon payment schedule.
4. Please provide references that include the name, title, and contact information for three professional references or provide three written professional references.
5. Ability to comply with all Tribal Employment Rights Ordinances established by the Chippewa Cree Tribe.
6. Availability and ability to respond in a timely manner to RBHC's need.
7. Tribal Membership affiliation (if any).

Proposals will be evaluated based on the following criteria:

- a. Demonstrated experience and expertise in emergency medical services.

- b. Ability to provide high-quality care and achieve positive patient outcomes.
- c. Approach to integrating and utilizing existing EMS staff.
- d. Financial feasibility and cost-effectiveness of the proposal
- e. Commitment to cultural sensitivity and collaboration with RBHC and the tribal community
- f. Quality assurance and performance improvement strategies
- g. Demonstrated capacity to meet the requirements outlined in the scope of services.

3.1 Price: 20%

Scope of Work to be performed is described in Section IV.

The RBHC's Procurement Policy also notes the following Indian Preference provisions applicable to price determinations and qualifications:

- a. It is in the best interest of the RBHC to contract with bona fide Indian contractors or businesses whenever qualified and practical. If more than one bona fide Indian contractor or business has submitted a proposal that is within the cost differential table below, preference will be given to those contractors or businesses that are owned and controlled by enrolled members of the Chippewa Cree Tribe or any other tribal affiliation.
- b. If the lowest price by a bona fide Indian contractor is within the cost differential in the table below, when compared with the lowest bid or price, then the Indian business shall have the opportunity to match the overall lowest bid or price:

PROCUREMENT VALUE	COST DIFFERENTIAL
\$5,000.00 OR LESS	15%
\$5,001.00 OR MORE	10%

- c. This provision only applies to the awarding of the contract and shall not apply to any subsequent transactions. After awarding the contract, the terms of the contract shall govern all transactions.

3.2 EXPERIENCE: 30%

- a) Experience and length of time operating emergency medical services.
- b) Depth and experience of the persons performing EMS duties and other matters relating to relevant experience.

3.3 SUITABILITY: 30%

- a) Demonstrated cultural competence with tribal/Indian communities include experience, accomplishments, work, or community affiliation.
- b) Thorough understanding of emergency medical services, American Indians and their health needs, and obstacles to providing EMS in rural/frontier communities.

3.4 LEADERSHIP QUALITIES: 20%

- a) Experience working within teams; organizations, divergent community interests, or stakeholders.
- b) Information regarding management's experience with administering EMS programs.

SECTION IV. SCOPE OF WORK

4.1 RESPONSIBILITIES AND REQUIREMENTS

The Bidder must submit a copy of its protocol for its current level of ambulance service for the locale in which it operates.

The Bidder must supply the name, address, telephone numbers, and 24-hour contact information for its General Manager or equivalent officer with a resume of this person's job experience, certifications and education.

The successful Bidder will be required to employ the currently employed licensed EMS staff. The existing staff members possess valuable knowledge and experience specific to the Rocky Boy's Indian Reservation, and their employment will contribute to a smooth transition and continued quality of service provision.

The successful Bidder must supply the name, address, telephone numbers, and 24-hour contact information for its Medical Director. Medical quality control shall be provided through the employment of a physician who specializes in emergency medicine and practices within the service area at the expense of Bidder. This physician shall serve as Bidder's "Medical Director" for purposes of meeting state licensing requirements, for purposes of authorizing "standing orders," and for purposes of authorizing Bidder's purchases of controlled medications. The Medical Director shall oversee and coordinate the quality control process, which shall include periodic monitoring and review of emergency and non-emergency transport.

The Bidder must supply the names, the emergency medical service (EMS) certification and position of all employees planned to be involved in service to the Rocky Boy Health Center.

The Bidder must supply the names, addresses and phone numbers of its Board of Directors.

The Bidder must agree to lease, rent, or purchase current RBHC emergency response vehicles (at this time 2 Ambulances and 1 Rapid Response Vehicle (RRV purchase optional)). Leasing, renting, or purchasing the current RBHC emergency response vehicles will enable the bidder to utilize the existing fleet, ensuring immediate availability of equipped vehicles for emergency response on the Rocky Boy's Indian Reservation. The bidder must demonstrate the capacity to maintain and operate these vehicles in accordance with industry standards and regulatory requirements.

RBHC shall supply the successful Bidder the emergency response vehicles (at this time 2 Ambulances and 1 Rapid Response Vehicle (RRV purchase optional)). Additionally, RBHC shall supply the successful Bidder all medical and safety equipment, materials, tools, or instruments needed to perform the services under the agreement, except as occasionally required. The successful Bidder shall enter into a rental agreement for the emergency response vehicles. The Bidder must demonstrate the capacity to maintain and operate these vehicles in accordance with industry standards and regulatory requirements.

The Bidder must supply a list of all reservations, cities, counties, or subdivisions thereof, for which it provides ambulance service, with the name, address and telephone number of a contact person representing each such city, county, or subdivision.

The successful Bidder's shall operate in conformity with the Rules and Regulations pertaining to Emergency Medical Services of the Montana Department of Health and Human Services; as they currently

exist and as they may be amended from time to time (hereinafter referred to as EMS regulations), and the laws of the State of Montana.

The successful Bidder shall meet all OSHA standards and requirements for emergency medical services providers.

Successful Bidder shall respond to all emergency requests for service without regard to the patient's race, sex, age, national origin, or ability to pay.

Successful Bidder shall provide response time to medical emergencies within accepted standards of the industry. Bidder will respond with an ALS/BLS ambulance to all emergency calls within the boundaries of the Rocky Boy's Indian Reservation within five minutes and zero seconds (5:00) at least 90% of the time.

During the course of its agreement, RBHC shall supply the successful Bidder the existing EMS quarters and garage located at the Rocky Boy Health Center campus at 6850 Upper Box Elder Road, Box Elder, Montana 59521, at a rate set at fair market value rate negotiated in good faith by the parties to this agreement.

Successful Bidder shall be responsible for providing all utilities for its own operating facilities. Bidder, in its proposal, shall identify its anticipated cost for utilities.

Bidder agrees to maintain current radio capabilities relating to radio communication with other agencies. If the RBHC requests that Bidder establish a means of directly communicating by radio with its police, fire, or public safety personnel, volunteers, or dispatchers, Bidder shall submit a plan for implementing such communications to the RBHC within sixty (60) days of receiving the request from the RBHC.

Bidder shall provide emergency transport services to any on duty public employee, volunteer fire fighter or reserve peace officer of the Chippewa Cree Tribe without any charge to the Chippewa Cree Tribe, Rocky Boy Health Center or the individual transported. Transporting without charge shall apply to a volunteer fire fighter or reserve peace officer who is responding to an emergency or who is leaving the emergency for a period of up to thirty (30) minutes after leaving the emergency or until s/he arrives home by a direct route without any intervening stops, whichever is greater.

Data Reporting and Referral Requirements

The Bidder must be capable of producing the following reports to be submitted to the Director of Clinical Operations on a monthly basis no later than the second Monday of the month:

- a. Type and number of Non-emergency responses and response time data.
- b. Type and number of Emergency responses and response time data.
- c. Response times by call, to include time/date dispatched, time arrived on scene and on-scene time. Confidential information as the name and address of the patient should not be included.
- d. Number of overdose cases, death on arrival, suicide ideation or completion

The Bidder must also provide processes of referral for those patients who use EMS services frequently and/or for non-emergent reasons and may need the primary care team and or other RBHC services. Suicide ideation calls should also be referred to RBHC Behavioral Health for follow up. Additional types of referrals such as Medical Director and RBHC are deemed appropriate.

Ambulance Transport Fees.

- a. The Bidder shall furnish a proposed ambulance service fee schedule, which is comparative to other ambulance services operating at the same level, in the State of Montana. This schedule of rates will be the maximum rate Bidder will charge a patient for rendering services during the first twelve (12) months of service. Bidder should also include service fee schedule for direct billing to Rocky Boy Health Center for non-insured Indian Health Service beneficiaries within the service area.
- b. After the first twelve (12) months, the Bidder may request an increase in the fees for services rendered. At least sixty (60) days in advance of any fee increase, the Bidder shall file a copy of proof of the new fee schedule with the RBHC. Bidder shall publish a notice in a newspaper of general circulation within Hill and Chouteau Counties, Montana showing the prior base rate fee and the proposed base rate fee at least forty-five (45) days in advance of any fee increase. The notice shall include the name and business address of Bidder as the place where interested people may send comments or questions about ambulance transport fees. The local name, address, and telephone number of the representative who can be contacted with questions or comments shall be listed in the notice.
- c. Any rate increases must be approved by the Rocky Boy Health Center Board of Directors and shall be limited to one rate increase per year and all rate increases shall be proportionately based on the Medical Consumer Price Index (75%) and the Local Consumer Price Index (25%).

Successful Bidder shall maintain in full force and adequate insurance coverage in type and in amount acceptable to RBHC. Certificates of insurance coverage shall be provided to the RBHC reflecting coverage at the time an Agreement is signed and thereafter on the anniversary date of the Agreement.

RBHC desires that the Bidder take steps to improve access to the 91-1 systems and participate in community education programs emphasizing preventative health care. These programs are to be made available to schools and community groups within the exterior boundaries of Rocky Boy's Indian Reservation, Montana.

The Bidder shall, at a minimum, provide mutual aid as required by the Montana Department of Public Health and Human Services.

The Bidder shall agree to notify the RBHC CEO within twenty- four (24) hours of any litigation or significant potential for litigation or any (new or current) Montana Department of Public Health and Human Services investigations of which the Bidder becomes aware. Further, the Bidder will be required to warrant that it will disclose in writing to the RBHC all litigation involving the Bidder, the Bidder's related organization, owners and key personnel.