



## TOWN OF TRURO

### INVITATION FOR BIDS

# REGIONAL STUDY OF EMERGENCY MEDICAL SERVICE PROVISION

November 3, 2021

The Town of Truro seeks qualified consultants to complete a regional analysis to identify short- and long- term solutions and best practices for regional challenges in fire and medical service provision on the Outer Cape, focusing on Truro, Wellfleet, and Provincetown.

Bids as described within should be submitted to Darrin Tangeman, Town Manager, Town of Truro, 24 Town Hall Road, P.O. Box 2030, Truro, MA 02666, **no later than 4:00 p.m., Wednesday, November 17, 2021**, with an electronic copy to [dtangeman@truro-ma.gov](mailto:dtangeman@truro-ma.gov). Please contact Mr. Tangeman at the above email address, or at (508) 214-0201, to obtain a copy of this Invitation for Bids, and/or with any questions.

Funding for this project is provided by the Commonwealth of Massachusetts Department of Housing and Community Development's District Local Technical Assistance Program through the Cape Cod Commission.

## TOWN OF TRURO

### REGIONAL STUDY OF EMERGENCY MEDICAL SERVICE PROVISION

#### I. OVERVIEW

The Towns of Truro, Wellfleet and Provincetown face Emergency Medical Services (EMS) provision challenges that may result in the need to modify department models over the next few years. While similar to each other in some ways, these three communities offer different but interrelated service provision models, and face challenges that are unique to the Outer Cape. A regional analysis to identify short- and long- term solutions and best practices for regional challenges in fire and medical service provision on the Outer Cape, focusing on Truro, Wellfleet, and Provincetown is necessary to help the communities plan effectively for the future. The three communities rely on mutual aid, and Truro and Provincetown also rely on the auxiliary service of Lower Cape Ambulance to meet the needs of the communities. Due to the regional impacts that each Town's service provision models have on the other communities, addressing the evolution of these models in a cohesive, regional strategy will be essential in ensuring that service interruptions do not occur. The anticipated outcomes of this study are short- and long-term solutions and best practices identified that will serve as a road map for each community based on regional-community engagement, a needs assessment, and careful review of current and future resources and challenges. This road map may be used for future budget preparations, hiring processes, department and/or personnel policies, inter-municipal agreements, and other policy and/or operational decisions.

#### II. BUDGET

##### A. Funding

The Town has confirmed funding of \$20,000 for the initial phase of this project (Tasks 1, 2 and 3; see III. Scope of Services below). The Town is seeking additional funding opportunities to pay for the remainder of the project (Tasks 4 and 5; see III. Scope of Services below). A contract for services for the remainder of the project (Tasks 4 and 5) is contingent on the ability to secure a funding source.

## B. Fee Schedule

Applicants shall provide a proposed Fee Schedule, identifying costs for the Tasks outlined in III. Scope of Services including an hourly rate and anticipated number of hours for each Task.

## III. SCOPE OF SERVICES

The selected Consultant is expected to complete the following tasks:

- Task 1: Acquisition and Review of Background Information  
*Each of these tasks should be completed for the Town of Truro, Town of Wellfleet and Town of Provincetown and for non-profit service provider, Lower Cape Ambulance, if available, where indicated with a \**
  - Review local census and demographic data.
  - Review all available studies and materials from the three communities from 2010 to present.
  - Review current staffing models; current staff certification levels; current staff vacancies; call volumes, call response times, call length and call types (and any other pertinent service data); transport times over the course of the year.\*
  - Review all financial data, including debt information, projections, etc.\*
  - Review departments' policies and procedures, service delivery practices, service delivery targets, local collective bargaining agreements or the similar for non-union department staff, mutual aid agreements, and Lower Cape Ambulance contracts.\*
  - Review apparatus and facilities inventories for all three communities and Lower Cape Ambulance.\*
  - Perform a cost-benefit analysis to evaluate the current models in all three communities.
- Task 2: Identify Key Individuals to Serve on the Fire & Emergency Medical Services Project Team. Indicate approximate timetable and time commitment expected from committee members. Provide recommendations to the Select Boards for appointment to the Team. Potential team members include representation from Lower Cape Ambulance.
- Task 3: Work with the Fire & Emergency Medical Services Project Team and Use Background Information from Task 1 to determine the service provisions levels sought by and appropriate for each of the communities.
  - Establish a community survey on service provision level.
  - Implement a community survey on service provision level with support from the Project Team.
  - Perform fire and EMS needs assessment for the communities using:
    - the results of the survey
    - expertise from Project Team
    - and background information collected in Task 1
- Task 4: Work with the Fire & Emergency Medical Services Project Team to Analyze

#### Resources and Challenges

- Identify current, short-term and long-term service challenges.
- Identify Resources available in the three communities.

- Task 5: Work with the Fire & Emergency Medical Services Project Team to Provide Short- and Long- Term Recommended Actions for the Communities.

For each Task, the Consultant shall provide a written report addressing the work completed for the associated Task and all relevant results/ findings. The Task Reports shall ultimately be compiled by the Consultant to provide a complete written Regional Study of Emergency Medical Service Provision.

Tasks 1, 2 and 3 shall be completed no later than **December 31, 2021**.

Tasks 4 and 5 (subject to funding) shall be completed no later than **February 15, 2022**.

#### IV. ANTICIPATED SCHEDULE

Proposals due:.....November 17, 2021  
Bids opened on or after:.....November 18, 2021  
Contract Awarded and Agreement executed .....November 18-24, 2021  
Tasks 1-3: .....December 2021  
Tasks 4-5: .....January 2022 (subject to funding)  
Finalize report:.....February 2022

#### V. SUBMISSION REQUIREMENTS

##### A. Procedures

Applicants shall submit **sealed, complete bids** so as to be received by the Town Manager Darrin Tangeman at Truro Town Hall, 24 Town Hall Road, Truro, MA 02666 by **4:00 p.m. on November 17, 2021. A complete bid is one which contains all contents listed Section B below.** An electronic copy of the Bid shall be emailed to dtangeman@truro-ma.gov.

##### B. Contents

To be considered, a complete Bid must include:

1. Applicant's name and all contact information.
2. An explanation of the Applicant's proposed approach and methodology, referencing prior relevant projects preparing similar studies/ reports for a municipality or regional entity.
3. A Work Plan corresponding to the Scope of Services, containing a list of specific tasks that will help to address the Tasks identified in the Scope of Services and proposed schedule.
4. A Statement of Qualifications including:
  - a. Experience and qualifications of individuals who will undertake this project,

with responsibilities anticipated of each. Resumes or CVs may be included.

- b. Description of selected, relevant projects completed by the Applicant.
  - c. Names, titles and contact information of references for relevant projects completed.
  - d. One or more written sample of a similar report, study, or document for a municipality or regional entity.
5. Executed Certificates (forms attached in Appendix B)

Certificate of Non-Collusion  
Certificate of Corporate Authority  
Certificate of Tax Compliance

6. Proposed Fee Schedule as described in Section II.B above.

## VI. EVALUATION CRITERIA AND SELECTION PROCESS

### A. Quality Requirements

- 1. The Consultant must have completed one or more projects that used data and analysis to deliverer management guidance and/or implementation support for a municipality or regional entity.
- 2. The Consultant must be able to start work on the project within fourteen days of the award of the contract and must be able work continuously to complete the project within the time anticipated in this IFB or as reasonably extended.
- 3. The Consultant must have documented experience with working with a community stakeholder group to accomplish a project and deliverables.
- 4. The Consultant must demonstrate understanding of various emergency service provision models and their application in communities.
- 5. The Consultant must have satisfactory references.

### B. Selection Process

Review. Sealed Bids will be opened and reviewed pursuant to the requirements of G.L. c. 30B on or after **November 18, 2021**.

Rule for Award. The contract will be awarded to the responsive and responsible bidder offering the lowest price for the services described in the Scope of Services according to the Fee Schedule submitted.

Execution of Agreement. The Town intends to award a contract by **November 30, 2021**. The Town will prepare an Agreement (contract) for execution by the Town and Selected Consultant within 7 days of such award.

C. Terms

1. This IFB, the Town's selection process, and the award of contract to a Selected Consultant are governed by the Uniform Procurement Act, G.L. c. 30B.
2. In submitting a Proposal, an Applicant agrees that if selected, the Applicant will comply with all applicable federal, state and local laws in its performance of a contract with the Town of Truro.
3. Following submission of a Proposal, an Applicant is not permitted to modify such Proposal, except for minor corrections. No Proposal may be amended so as to prejudice fair competition or the Town of Truro.
4. The Town of Truro retains the right to modify this IFB as needed to serve the interests of the Town. If any modifications are made to the IFB, an addendum will be issued, and emailed to all Applicants on record as having requested or received this IFB.
5. The Town of Truro reserves the right to cancel this IFB, or to reject all proposals, should such action be in the best interest of the Town.
6. All reports and materials prepared by the Selected Consultant will be public information and shall not be copyrighted.

VII. REFERENCE DOCUMENTS

Link to Truro's 2014 Final Report of Fire Services Organizational Analysis for Truro Fire & Rescue is available on the Bids & Proposals Page of the Town of Truro website:

<https://www.truro-ma.gov/home/pages/bids-proposals>