

REQUEST FOR PROPOSALS
BID NO. 21-11-2611LE

PROPOSAL DUE DATE : **December 21, 2021**

DESCRIPTION : EMERGENCY MEDICAL SERVICE (EMS) CONSULTING SERVICES

CONTACT PERSON : Mr. Chris Kescoli
DEPARTMENT OF EMERGENCY MEDICAL SERVICE
DIVISION OF PUBLIC SAFETY
TELEPHONE NO. (928) 871-6410
ckescoli@navajo-nsn.gov

RETURN ALL RESPONSES TO :

DELIVER TO (PHYSICAL) : THE NAVAJO NATION
PURCHASING SECTION
OFFICE OF THE CONTROLLER
1st Floor, Administration Building #1
WINDOW ROCK, ARIZONA 86515
ATTN: Ms. Lorita Etsitty, Buyer
TELEPHONE NO. (928) 871-6316
*NOTE: THE BID NUMBER AND THE VENDOR MUST BE INDICATED ON THE OUTSIDE OF THE PACKAGE.

MAIL TO : THE NAVAJO NATION
PURCHASING SECTION
OFFICE OF THE CONTROLLER
POST OFFICE BOX 9000
WINDOW ROCK, ARIZONA 86515
ATTN: Ms. Lorita Etsitty, Buyer
TELEPHONE NO. (928) 871-6316
*NOTE: THE BID NUMBER AND THE VENDOR MUST BE INDICATED ON THE OUTSIDE OF THE PACKAGE.

SECTION I

INFORMATION ONLY NO RESPONSE TO THIS SECTION IS REQUIRED

- A. ISSUING OFFICE:** This Request for Proposals (RFP) is issued by the Purchasing Services Department of the Navajo Nation, P.O. Box 9000, Window Rock, Arizona 86515
- B. PURPOSE:** This RFP provides prospective respondents with sufficient information to enable them to prepare and submit proposals for consideration.
- C. SCOPE:** This RFP contains the instructions governing the proposals to be submitted and material to be included therein; mandatory requirements which must be met to be eligible for consideration; and other requirements to be met by each proposal.

D. SCHEDULE OF ACTIVITIES:

DEADLINE:

- | | |
|--|------------------------------|
| 1. Public Advertisement | December 2, 9, 2021 |
| 2. Prospective respondent's inquiry deadline
(No questions accepted after this date) Inquiries and questions will be answered at any time prior to this date. Questions to this RFP may be verbal, in writing or email. | December 13, 2021 at 5:00 pm |
| 3. Due date for proposal | December 21, 2021 at 5:00 pm |
| 4. Opening of proposals and evaluation | December 28, 2021 |
| 5. Award date for contract | January 4, 2022 |

- E. INQUIRIES:** Prospective respondents may make telephone, written or email inquiries concerning this RFP to obtain clarification of requirements. Email inquiries may be emailed to ckescoli@navajo-nsn.gov. No inquiries will be accepted after the inquiry deadline listed in Section D. Mailed inquiries are to be addressed to:

**THE NAVAJO NATION
PURCHASING SERVICES DEPARTMENT
POST OFFICE BOX 9000
WINDOW ROCK, ARIZONA 86515
ATTN: Ms. Lorita Etsitty, Buyer
TELEPHONE (928) 871-6316**

Note: Please mark on the outside of the envelope or subject line of email – **EMS Consulting Services Inquiry.**

- F. ADDENDUM OF SUPPLEMENT TO THIS REQUEST FOR PROPOSALS:** In the event that it becomes necessary to revise any part of this RFP, an addendum will be issued.
- G. PROPOSALS SUBMISSION:** Bidders who are mailing their proposals should allow sufficient time for mail delivery to ensure receipt by the time specified. It is recommended they be sent by certified/priority mail with tracking to the physical address indicated on the cover sheet of this RFP.

- H. TWO (2) COPIES OF PROPOSALS ARE REQUIRED:** (including the original) and should be delivered in a sealed envelope; also include the name and address of the individual or firm submitting the proposal.
- I. LATE RECEIPT OF PROPOSALS:** Late proposals will not be accepted. It is the responsibility of the bidder to ensure the proposal arrives in the Purchasing Section of the Office of the Controller prior to the date and time specified.
- J. REJECTION OF PROPOSALS:** The Purchasing Section reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received.
- K. PROPRIETARY INFORMATION:** Any restriction on the use of data contained within any proposals must be clearly stated in the proposal itself. Proprietary information submitted in response to this RFP will be handled in accordance with applicable purchasing procedures. Each and every page of the proprietary material must be labeled or identified with the word "proprietary".
- L. RESPONSE MATERIAL OWNERSHIP:** All material submitted regarding this RFP shall become the property of the Navajo Nation and will not be returned to the bidder. Responses received will be retained in file and may be reviewed by any person after final selection has been made, subject to Paragraph K above. The Purchasing Section has the right to use any or all system ideas presented in reply to this RFP, subject to limitations outlined in paragraph K above. Disqualification or non-selection of a bidder or bid does not eliminate this right.
- M. INCURRING COSTS:** The Navajo Nation Purchasing Section is not liable for any cost incurred by the bidders prior to issuance of an agreement, contract and/or purchase order.
- N. ACCEPTANCE OF PROPOSAL CONTENT:** The contents of the proposal of the successful bidder will become contractual obligations if acquisition action ensues. Failure of the successful bidder to accept these obligations in a professional service contract, purchase order, delivery order or similar acquisition instrument may result in cancellation of the award and such bidder may be removed from future solicitations. The Navajo Nation Purchasing Section reserves the right to pursue appropriate legal action in the above set of circumstances.
- O. EVALUATION PROCEDURES AND CRITERIA:**
1. General Procedures:
 - a. An ad hoc committee will judge the merit proposals received in accordance with the criteria defined herein.
 - b. Failure of a bidder to provide any information requested in this RFP may result in disqualification of the proposal. All proposals must be endorsed with the signature of a responsible official having the authority to bind the offeror or to the execution of the proposal.
 - c. The sole objective of the ad hoc committee will be to select the bidder whose proposal is most responsive to the Navajo Nation Purchasing Section. The specifications within this RFP represent the minimum performance necessary for response. On the basis of the evaluation criteria established in this RFP, the ad hoc committee will select and recommend the bidder who best meets this objective.

- d. Evaluation Criteria: The following criteria will be used by the ad hoc committee in the selecting process for contract award. The technical proposal factors will be rated on a scale of 5-100 with weight relations as stated below:

<u>Technical Proposal Factors:</u>	<u>Possible Points:</u>
<u>Response to Specifications</u> Offeror's meeting the minimum specifications and requirements as listed in Section III herein	30
<u>Project Approach</u> Offeror's proposed project schedule, work plan and approach, milestones.	15
<u>Qualifications of Firm</u> Offeror's qualifications, background, experience, including work on similar projects, staff assignment, how long firm has been providing EMS Consulting services.	20
<u>Quality, Accuracy and Completeness of the Proposal</u> The quality, accuracy, and completeness of the Offeror's proposal in response to the RFP specifications and requirements.	5
<u>Cost</u> Price offered is responsive to the RFP requirements and Instructions, and is realistic in respect to specifications and requirements.	30

TOTAL: 100

- P. STANDARD CONTRACT:** The Navajo Nation reserves the right to incorporate standard contract provisions into any contract negotiations as a result of a proposal submitted in response to this RFP.
- Q. RETURN OF PROPOSALS:** The Navajo Nation has no obligation to return any proposal received in response to this RFP.
- R. ALTERNATE PROPOSALS:** Alternate proposals will not be accepted and will be deemed non-responsive.
- S. GOVERNING LAW:** This procurement and any agreement with offerors that may result shall be governed by the laws of the Navajo Nation. Navajo Business Opportunity Act, 5 NNC will apply.

SECTION II

PROPOSAL FORMAT AND ORGANIZATION

A. NUMBER OF COPIES

Proposer shall provide two (2) identical copies of the proposal to the location specified for the submission of proposals in Section I, Paragraph H, on or before the closing date and time for receipt of proposal.

B. PROPOSAL FORMAT

All proposals must be typewritten on standard 8.5 x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section, as necessary.

1. Proposal Organization

The proposal must be organized and indexed in the following format and must contain as minimum all list items in the sequence indicated.

- a. Table of Contents
- b. Letter of Transmittal
- c. Cost Proposal
- d. Response to the Specifications request
- e. Professional References (List of similar services provided by the Offeror to pre-hospital providers, EMS agencies, preferably a non-Fire EMS system)
- f. Certifications/Licenses/Resume/CV of key stakeholders and consultants, if any.
- g. Credentials (W-9, Insurance)
- h. Appendix (if needed)

Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis.

Proposer may attach other materials which they feel may improve the quality of their response. However, the material should be included as items in the appendix.

2. Letter of Transmittal

Each proposal must be accompanied by a letter of transmittal. The letter of transmittal must:

- a. Identify the submitting organization with a brief description;
- b. Identify experience, capability and capacity
- c. Identify the name and title of the person authorized to contractually obligate the organization;
- d. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization;
- e. Identify the names, title and telephone numbers of person to be contacted for clarification;
- f. Be signed by the person authorized to contractually obligate the organization; and
- g. Acknowledge receipt of any and all amendments to the RFP.

SECTION III

Specifications

The Navajo Nation Department of EMS seeks proposals from qualified respondents for Emergency Medical Service (EMS) Consulting Services to provide: EMS System Assessment, Strategic Planning and Review, Assess and Revise the Department's General Orders. Qualified respondents shall adhere to the specifications set forth within this section (Section III). All proposals must be completed in the requested format set forth in Section II.

The specifications below are intended to give a general guideline or parameters for what the Navajo Nation Department of EMS will require. It is encouraged that submitters provide additional features and options that are available with their submission. The submission should address the specifications below, as well as explain and/or describe additional features, options and benefits of the submission.

A. EMS System Assessment:

1. Comprehensive EMS System Assessment of the Navajo Nation Department of Emergency Medical Service, aimed toward implementation of a fully evidence-based EMS system.
2. To determine the efficacy of the current system's ability to maintain high standards of quality, evaluate revenue and department costs, improve financial stability and best utilize existing resources
3. Executive and Supervision mentoring

B. Strategic Planning:

1. Plan shall include a five (5) year picture of recommendations to transition to a modern EMS organization. The plan should have specific information that will enhance the overall performance of the EMS system.
2. Determine the feasibility of Critical Care Transport, Community Paramedicine
3. Determine the feasibility of Air Operations
4. Review, Assess and Revise Department's Plan of Operation, Fund Management Plan, Mutual Aid Agreement/Understanding, Annual Funding Agreement and P.L. 93-638 Contract, Job descriptions

C. Review, Assess and Revise General Orders:

General Orders are the rules and regulations that all Department personnel must follow in carrying out the mission of the department. The orders provide direction and guidelines for how Department personnel should handle different situations that arise. Department General Orders are out of date, and no longer reflect the mission and strategy of the Department.

1. Review, Assess and Revise General Orders
2. Create new General Order(s), if needed, based on assessment
3. General Orders should direct Department personnel working in their respective environments of executive management, finance, property, procurement, third party reimbursement/billing, training, records, technology, field operations/management, field supervision, ambulance operations and fleet, disaster/MCI, system status management and dispatch, large scale events, auxiliary support, incident command, inter-facility, recruitment, public relations, pharmaceuticals, documentation, scheduling.
4. General Orders shall align with existing Navajo Nation laws, legislation, P.L. 93-638 Contract, Treatment Guidelines, policies (i.e., Navajo Nation Personnel Policies Manual)
5. Change General Orders "title" to Standard Operating Procedures (SOP's)

SECTION IV

NAVAJO NATION OVERVIEW

The Navajo Nation is the largest land-based tribe of the 567 federally recognized Indian tribes in the United States. The Navajo government is composed of an executive, legislative and judicial branch; the capitol is in Window Rock, Arizona.

The President and the Vice President are elected at large by Navajo citizens. They lead the executive branch and oversee 19 departments and divisions that provide services to the Nation's citizens. The President and Vice President are the head of state for government-to-government relations and consultation. The Navajo Nation Council, a unicameral body of 24 council members, composes the legislative branch. Members of the Council elect a speaker, who leads the lawmaking body. The Judicial Branch is a two-level or tier court system the Navajo Nation Supreme Court and district trial courts. The Navajo Nation Supreme Court is the highest judicial body of the Navajo Nation. The Nation is larger than 10 of the 50 states in America and approximately the size of West Virginia. As of 2010, the Navajo Nation has over 330,000 citizens, of which 173,667 live on the reservation.

The Navajo Nation Department of Emergency Medical Service

The Navajo Nation Department of Emergency Medical Service (Department) provides services by Paramedics, Emergency Medical Technicians (EMTs), Emergency Medical Responders and EMT Recruits (under supervision by EMTs or Paramedics), and assists in the treatment, care and transportation of the sick and/or injured.

The Department is one of seven departments within the Navajo Division of Public Safety. It consists of an administrative section, four Field Operations Offices, the Office of Training and Technical Assistance, a Third-Party Reimbursement Office, the Property Office, Office of Accounting, Recruitment and Public Relations Office, Inter-facility Transport Office, Emergency Medical Service (EMS) Medical Director, and thirteen EMS Field Offices. Staffing at the field offices includes EMTs, Paramedics, Emergency Medical Responders, EMT Recruits, and administrative support staff, including the EMT Supervisor.

The Department operates region-wide authorized by the Navajo Nation resolution, and is managed and operated within the territorial jurisdiction of the Navajo Nation and contiguous lands.

Goal

The goal of the Department is to provide for the continued delivery and development of a comprehensive Public Safety and EMS System to advance the quality of care and transportation of the sick and/or injured.

Mission Statement

The Department is a dedicated, progressive service focused on quality care. Expanded advanced life support capabilities and transport services are preeminent. We consist of a well-organized structure of dedicated personnel determined to provide elite services.

Authority

The Indian Self-Determination and Education Assistance Act (ISDEAA), Public Law 93-638, as amended, enacted by the 93rd United States Congress on January 04, 1975, and amendments thereto, have allowed this Department to maintain operations through federal funding and to obtain continued federal funding.

The Navajo Nation Council appropriates tribal resources to supplement federal monies authorized by the ISDEAA. Navajo Nation laws establish funding, regulations, and policies and procedures for the Department.