



TOWN OF ST. JOHNSBURY

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Town of St. Johnsbury Request for Proposal Emergency Ambulance Services July 1, 2019 to June 30, 2021

ADDENDUM NO. 2

November 29, 2018

Addendum Item No. 2.

On Page 3 of the Request for Proposals, remove and replace Section II, Qualitative Criteria; A. Service Criteria; 1. Level of Service- in its entirety and replace with the following:

1. **Level of Service:** The Vendor must be licensed by the State of Vermont to operate an ambulance service providing services at the Paramedic Level by the start of the contract period. The Vendor shall maintain the License status for the entire term of the contract and any renewals. The Vendor must maintain good standing with Vermont EMS District 5 Medical Direction for the length of the contract. The Vendor will assign and remunerate personnel to attend training and orientation sessions as authorized Medical Director that is responsible for Emergency Medical Direction in the EMS District. The program for training and orientation of system paramedics will be prescribed by the standards established by the Medical Director and includes, at least, team training within a simulation lab setting. The standards for Paramedics in the Town's EMS system will be established in consultation with the District Medical Advisor.

On Page 4 of the Request for Proposals, insert in Section II, Qualitative Criteria; A. Service Criteria; 3. Communications- the following:

c. **Dispatching and Communications Services:** The vendor shall be responsible for all dispatching costs for their primary dispatch. The Town will provide, at cost, dispatching services based on volume of incoming and outgoing telecommunications traffic and rate structures, if requested by the vendor. This shall be a separate agreement.

On Page 5 of the Request for Proposals, remove and replace Section II, Qualitative Criteria; A. Service Criteria; 5. Required Response Time- in its entirety and replace with the following:

5. **Required Response Time:** Response time from the receipt of a call by the Vendor to the scene of a medical emergency shall be less than eight (8) minutes to ninety (90%) percent of incidents. In no event shall response time to the scene exceed ten (10) minutes.

On Page 8 of the Request for Proposals, remove and replace Section II, Qualitative Criteria; D. Reporting Requirements; 7. Response Time Violation Reporting –in its entirety and replace with the following:

7. **Response Time Violation Reporting:** If the response time exceeds eight (8) minutes or response time to any call exceeds ten (10) minutes, the Vendor must notify the Fire Chief in writing within twenty-four (24) hours, providing a full explanation including, but not specifically limited to, at least, the following information, of the date, time, location of the call, the nature of the emergency services provided, the actual response time, and a full and complete explanation as to why the response time of six (6) minutes or any call more than ten (10) minutes.

On Page 8 of the Request for Proposals, remove and replace Section II, Qualitative Criteria; D. Reporting Requirements; 8. Monthly Response Time Reporting –in its entirety and replace with the following:

8. **Monthly Response Time Reporting:** If, for any one month period of the contract, response times do not meet the standard of eight (8) minutes, for ninety (90%) percent of incidents, the Vendor must notify the Chiefs in writing within seven (7) days, providing a full explanation of the situation, and a plan of corrective action.

END ADDENDUM NO. 2