

Request for Proposal

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Acquisition of EMS Providers for SMART

(Specialized Multidisciplinary Alternate Response Team)

July 2024

Southwest Texas Regional Advisory Council  
7500 US Highway 90 West, AT&T Building, Suite 200  
San Antonio, Texas 78227

**Section I – Overview**

In 2019, Bexar County and the City of San Antonio had over 20,000 emergency detention cases. Approximately 12,000 of those cases were navigated directly to a psychiatric facility via the Southwest Texas Regional Advisory Council’s (STRAC) MEDCOM Law Enforcement Navigation Program. This program was launched in 2017 as an effort to navigate patients experiencing a mental health crisis in police custody to the closest, most appropriate, mental health facility, in lieu of the emergency department. These calls typically originate from 9-1-1 and are identified as mental health related, resulting in a response by law enforcement and/or EMS. Simultaneously, Bexar County has a mental health crisis line operated through the Local Mental Health Authority, The Center for Health Care Services (CHCS). This line fields mental health related calls and provides triage/assessment services by trained mental health professionals to determine the level of response. However, these two lines do not correspond with each other, and so a high volume of mental health related calls involve a law enforcement response without a mental health professional.

Other cities in the United States such as Eugene, Oregon and Denver, Colorado have adopted alternative response models by inserting mental health professionals earlier in the response process. Bexar County and the City of San Antonio have a strong foundation built through STRAC and the Southwest Texas Crisis Collaborative (STCC) to be able to support the design of a similar concept.

A Bexar County focused multidisciplinary mental health response team was launched October 2020. The team is comprised of a Crisis Response Clinician mental health professional, a mental health deputy, and a paramedic from various organizations. Triage criteria has been developed to identify low level 9-1-1 mental health related calls to dispatch the team for a more appropriate response. This allows the crisis response clinician to be at the forefront for a more comprehensive assessment before any determination is made. Not only has the program been designed to intervene on initial calls, but with expansion, the team will serve as a source of outreach and prevention of future 9-1-1 calls. With specialized team members such as the peer support specialist, enhanced services are offered to include case management, navigation, and linkage to ongoing outpatient care.

The Southwest Texas Regional Advisory Council seeks to find qualified EMS organizations to provide Paramedic personnel for expansion of the SMART to two twenty-four hours a day, seven days a week teams. The EMS organization must be able to provide Paramedics who are specially trained in mental health and available social resources in Bexar County. STRAC invites qualified EMS organizations to submit Proposals to provide such services.

This Request for Proposal (RFP) includes the conditions covering proposal submission, proposal requirements, timeline of events, submission procedures and selection criteria for award.

**Section II – Timeline of Events**

RFP Issue Date	1 (Mon) July 2024
Deadline for Prospective Contractor to submit Questions	8 (Mon) July 2024
Deadline for STRAC to respond to Questions	10 (Wed) July 2024
<b>Deadline for Submission of Proposals</b>	<b>15 (Mon) July 2024</b>
Expected Notification of Award	19 (Fri) July 2024

### **Section III – General Instructions**

#### **A. Questions**

- B. Deadline for receipt of questions from prospective bidders: 8 (Mon) July 2024 by 5:00 pm CST.  
Deadline for STRAC to respond to questions from all bidders: 10 (Wed) July 2024 by 5:00 pm CST.*

**All questions concerning the proposal specification must be submitted in writing via email.**

**All responses will be posted on the STRAC website to allow access by all prospective bidders.**

**Questions should be directed to:**

**Kellie Burnam or John Gee**

**Southwest Texas Crisis Collaborative (STCC)**

[stcc@strac.org](mailto:stcc@strac.org)

#### **C. Submittal Procedures**

The Proposal, subject to all conditions and specifications attached hereto, must be signed by a person or officer of the company submitting the Proposal that is authorized to enter into an agreement on behalf of the company.

***Proposals received unsigned will be deemed non-responsive and therefore will not be accepted.***

Proposals must be received by **15 (Mon) July 2024 at 5:00pm CST**. The original signed proposal must be submitted by email to [stcc@strac.org](mailto:stcc@strac.org) with the email subject line of "PROPOSAL: SMART Provider".

## **Section IV – Proposal Stipulations and Requirements**

READ THIS ENTIRE DOCUMENT CAREFULLY, FOLLOW ALL INSTRUCTIONS. YOU ARE RESPONSIBLE FOR FULFILLING ALL REQUIREMENTS AND SPECIFICATIONS. BE SURE YOU UNDERSTAND REQUIREMENTS.

### **A. Modification or Withdrawal of Proposals**

Any Proposal may be modified or withdrawn prior to the deadline, provided such modification or withdrawal is submitted prior to the deadline. Any modification received after the deadline shall be deemed late and will not be considered.

### **B. Offer and Acceptance Period**

All Proposals must be an irrevocable offer valid for ninety (90) days after the Proposal opening date.

### **C. Late Proposals**

Any Proposal received after the stated deadline shall be deemed late and will not be considered.

### **D. Irregularities in Proposals**

Except as otherwise stated in this Request for Proposal, evaluation of all Proposals will be based solely upon information contained in the Supplier's response to this Proposal. STRAC shall not be held responsible for errors, omissions, or oversights in any Supplier's response to this Proposal. STRAC may waive technical irregularities, which do not alter the price or quality of the goods and or services. STRAC shall have the right to reject Proposals containing a statement, representation, warranty, or certification which is determined by STRAC to be materially false, incorrect, misleading or incomplete. Additionally, any errors, omissions, or oversights of a material nature may constitute grounds for rejection of any Proposal.

The inability of a Supplier to provide one or more of the required components or specified features or capabilities required by this Proposal does not, in and of itself, preclude acceptance by STRAC of the Proposal. All Proposals will be evaluated as a whole in the best interests of STRAC and the STCC Program.

### **E. Oral Presentations**

Any Supplier that submits a Proposal in response to this request may be required to make an oral presentation for further clarification upon STRAC's request.

### **F. Amendments to the Proposal**

If it becomes necessary to revise any part of this Proposal package or if additional information is necessary to clarify any provision, the revision and/or additional information will be provided to each organization via email.

### **G. Availability of the Proposal**

After opening, each Proposal, except those portions for which a supplier has included a written request for confidentially (e.g., proprietary information), shall be open to public inspection.

### **H. Retention of Proposals**

All Proposals considered by STRAC shall become the property of STRAC and shall not be returned.

**I. Incurred Expenses**

STRAC shall not be responsible for expenses incurred by a Supplier in the preparation and submission of a Proposal. This provision also includes any costs involved in providing an oral presentation of the Proposal.

**J. Pricing**

Each organization shall provide responses to "Proposal Budget" page with their proposed costs detailed as per the template provided by STRAC.

**K. Taxes**

STRAC is a 501(c)3 tax exempt agency.

**L. Evaluation**

Evaluation shall be used as a determinant as to which proposal items or items proposed or services are the most efficient and/or most economical for STRAC. It shall be based on all factors which have a bearing on price and performance of the items in the user environment.

Pricing is NOT the only criteria for making a recommendation. STRAC reserves the right to contact any offeror, at any time, to clarify, verify or request information with regard to any bid/proposal.

**M. Award**

STRAC in its sole and absolute discretion shall have the right to waive any formality or irregularity, to make awards to more than one offer or, to reject any and all proposals, shall not be bound to accept the lowest proposal and shall be allowed to accept the total proposal of any one supplier.

## **Section V – Proposal Contents**

### **Title Page:**

- *Name of Supplier/Contractor, local address, telephone number, fax number, e-mail address and contact name.*

### **Table of Contents:**

All Proposals must include the following information:

- *Clear identification of information by section and page.*
- *Identification of goods and or services to be provided (as applicable).*
- *A current "CERTIFICATE OF INSURANCE" must accompany all Proposals.*
- *A W-9 must accompany all Proposals.*

### **Proposal:**

- *Supplier must provide a brief introduction/history of company, including but not limited to ownership, date started business, mission statement, etc.*
- *Supplier must supply proposed budget as per the enclosed template (Budget Page)*
- *Supplier must provide current timeline to fulfill all needed services.*
- *The Proposal must bear the signature of a principal or authorized officer of the interested party.*
- *Submission must be legible (typed, written).*
- *Interested parties are encouraged to submit along with their Proposal any additional descriptive information about their services which they believe might be helpful.*

\* PLEASE INCLUDE ANY ADDITIONAL DESCRIPTIVE LITERATURE, WHICH MIGHT BE OF ASSISTANCE IN THE DECISION-MAKING PROCESS. \*

## **Section VI – Specifications**

### **Scope**

The intent of this Request for Proposal (RFP) is to obtain organizations which can supply EMS Paramedics associated with the expansion of SMART.

## **EMS Organization Requirements**

### **EQUIPMENT/SUPPLIES**

A response vehicle, cardiac monitor and suction unit will be supplied for the SMART Team to use. A vehicle radio, CAD computer and clinical documentation computer will also be provided. All jump bag, medical equipment and/or supplies and medications (including narcotics) must be provided by the EMS organization. Uniform shirts will be supplied, however all other parts of the uniform must be provided by the EMS organization and/or the individual chosen to staff the SMART Team EMS position.

### **PARAMEDIC**

The organization(s) selected to provide Paramedic employees to staff the SMART Team expansion must be a contracted 911 provider of Bexar County. The organization must be able to provide at least one (1) Paramedic who will work twelve (12) hour shifts as needed to staff (2) SMART Teams. The organization can elect to provide full time or part time personnel to staff SMART. If the organization is only supplying Part Time personnel, each part time team member must pick up a minimum of one SMART shift per month in order to stay proficient with SMART operations. All personnel will undergo SMART specific training prior to being cleared to operate independently. A SMART Team requires one (1) Paramedic per team, per shift. The Paramedic will fall under the Medical Direction and Leadership of the organization selected, although Multidisciplinary Team Coordinators from STRAC will be provided to assist the team throughout the shift.

**JOB SUMMARY:** Provide appropriate, efficient medical assessments to patients involved in a mental health related 911 call in accordance with local, state, and national standards of practice.

**EQUIPMENT:** Radios and computerized communications equipment; splinting devices; suction devices; bandaging materials; oxygen bottles and tubings; basic and advanced airway management devices; glucometer; intravenous fluid therapy equipment; cardiac monitor / defibrillator; pulse oximeter; blood pressure cuff and stethoscope; patient restraints; medications; other medical and related equipment items not specifically listed may be added as new items are introduced.

**DUTIES AND RESPONSIBILITIES:** Except as specifically noted, the following functions are considered essential to this position.

- Conducts a careful assessment of the patient for signs and symptoms of illness/injury.
- Administers prompt and efficient basic, intermediate and advanced life support care within the limits of licensure or certification and in accordance with approved protocols, under the direction of the home organization's Medical Director.
- Provides careful handling of the patient when transporting in the SMART vehicle is necessary.
- Provides a safe and efficient transfer of patient and patient care information to the receiving personnel at the destination.

- Documents all aspects of patient condition and treatment on EMS run reports. Obtains and records non-medical patient information as required. Completes other patient documentation and forms as required.
- Conducts regular unit inventory and equipment testing to ensure all equipment for which the paramedic is responsible is present, clean and in proper working order.
- Upon completion of transport, responsible for all assigned duties which will place the SMART vehicle and equipment back in service.
- Responsible for full knowledge of the equipment and its proper use always.
- In the absence of other qualified personnel, responsible for controlling the patient's surroundings in such a way as to minimize further danger and control the actions of bystanders.
- In both the emergency and non-emergency setting, operates / drives the SMART vehicle in a safe and efficient manner, following company driving guidelines, so the safety or condition of the occupants are not compromised.
- Follows all FCC regulations when communicating via electronic communications equipment.
- Attends all mandatory meetings as scheduled.
- Orders supplies and equipment from Central Supply and/or STRAC to replenish inventories as needed.
- Completes all required program reports and logs.
- Must be able to operate independently as the only medical personnel on the SMART team.
- Must meet and fulfill the qualifications, requirements, functions and responsibilities of the Paramedic job descriptions.

These duties, responsibilities, requirements, and conditions are not intended to be all inclusive and may be expanded to include other duties, responsibilities, requirements and conditions.

**PHYSICAL DEMANDS:**

**Physical activities and the amount of time spent performing each while on this job:**

<b>AMOUNT OF TIME</b>				
	None	Up to 1/3	1/3 to 2/3	Over 2/3
Stand		x		
Walk		x		
Sit			x	
Talk or hear				x
Use hands to finger, handle or feel				x
Climb or balance		x		
Stoop, kneel, crouch or crawl			x	
Reach with hands and arms			x	
Taste or smell		x		



**Weight lifting requirements and the amount of time spent lifting on this job:**

AMOUNT OF TIME				
	None	Up to 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			x	
Up to 25 pounds			x	
Up to 50 pounds			x	
Up to 100 pounds			x	
More than 100 pounds			x	

**Vision requirements:**

X	Color Vision (Able to identify and distinguish colors.)
X	Distance Vision (Clear vision at 20 feet or more.)
X	Close Vision (Clear vision at 20 inches or less.)
X	Peripheral Vision (Able to observe areas that can be seen up and down or to the left and right while eyes are fixed on a given point).
X	Depth Perception (Able to judge distances and spatial relationships.)
X	Focusing (Able to adjust the eye to bring an object into sharp focus.)

**Specific job duties which require the physical demands noted above:**

Lifting of patient from beds or emergency scenes onto stretcher and into ambulance; carrying of patients and equipment; climbing stairs or steps; working in unusual geographic settings such as ditches, hills, embankments, high elevations – natural or manmade; working with small, delicate items such as IV catheters and setups, medications, endotracheal tubes, monitor switches, etc.; visually assessing the safety and condition of the emergency scene and the patient; verbally communicating with patients, co-workers, medical personnel and the public either directly or indirectly via electronic communication equipment; driving the ambulance in emergency and non-emergency situations both short and long distances.

**WORK ENVIRONMENT:**

Specific situations that lead to environment conditions can include: hazardous materials calls, electrical emergencies, vehicular accidents, outdoor emergency settings, hurricanes, tornadoes, industrial accidents, conditions affecting driving, settings where heavy equipment such as extrication tools are in use, etc.

**Exposure to environmental conditions and the amount of time exposed to each on this job:**

<b>AMOUNT OF TIME</b>				
	<b>None</b>	<b>Up to 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Wet, humid conditions (non-weather)		X		
Work near moving mechanical parts		X		
Work in high, precarious places		X		
Fumes or air borne particles		X		
Toxic or caustic chemicals		X		
Outdoor weather conditions				X
Extreme cold (non-weather)		X		
Extreme heat (non-weather)		X		
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation		X		
Vibration		X		

**Noise level associated with this job:**

Moderate Noise (Examples: business office with typewriters and/or computer printers, light traffic).

Loud Noise (Examples: metal can manufacturing, large earth-moving equipment).

Very Loud Noise (Examples: jack hammer work, front row at rock concert).

**QUALIFICATIONS:**

1. High School Diploma or GED.
2. National and/or State certification as an Emergency Medical Technician-Paramedic determined by appropriate state requirements.
3. Current CPR certification as established by the American Heart Association.
4. Current ACLS certification as established by the American Heart Association.
5. Current and valid state-issued driver's license determined by appropriate state requirements (equivalent of a Louisiana Class "D" driver's license).
6. Must be able to read, write and communicate professionally and effectively with employees and managers. Must possess the ability to write simple correspondence or reports. Must possess

the ability to effectively present information in one-on-one and small group situations to other employees and/or managers.

7. Must be knowledgeable of company protocols, operational procedures and safety policies.
8. Must be able to drive large vehicles in normal and adverse conditions.
9. Additional certifications such as, NALS, PALS, PHTLS, PEEP, and Instructor certifications are preferred but not required.

**INTERPERSONAL REQUIREMENTS:**

1. Maintain social, ethical and organizational norms.
2. Achieve accomplishment of all task details, no matter how small.
3. Maintain good personal motivation; develop a sense of ownership of job tasks and results.
4. Must have a sense of urgency for all work performed.
5. Must maintain professionalism and respect with patients, co-workers, emergency service providers, healthcare workers and the general public.

**TRAINING REQUIREMENTS (these courses will be provided to the Paramedic once they are chosen to participate in the program):**

- Mental Health First Aid
- Crisis Intervention Training (40-hour course)
- Familiarity with local Bexar County social resources and mental healthcare system

**ASSOCIATED SUPPORT:**

The EMS organization must have access to the following to ensure successful oversight and management of Paramedic personnel.

- Immediate supervisor
- Medical Direction

**Section VII – Proposal Budget**

**EMS Organization Budget**

Please complete the following with as much detail as possible. If the proposal is for Part Time personnel only, please include an hourly rate.

<b>Position</b>	<b>Salary/Hourly</b>	<b>Fringe</b>	<b># FTE's</b>	<b>Total Cost</b>
Paramedic				
Management & Oversight				

**Section VIII – Reply Page**

Submitted by: \_\_\_\_\_

Contact Information: (if not attached elsewhere)

Estimated timeline for becoming fully operational: \_\_\_\_\_

Comments:

Additional Budget Information: \_\_\_\_\_

Comments:

Additional Comments:

\* PLEASE INCLUDE ANY ADDITIONAL DESCRIPTIVE LITERATURE, WHICH MIGHT BE OF ASSISTANCE IN THE DECISION-MAKING PROCESS. \*

**Section IX – Signature Page**

The Southwest Texas Regional Advisory Council in its sole and absolute discretion shall have the right to make an award for purchases for any or all materials listed in each proposal, shall have the right to waive any formality or irregularity, to make awards to more than one bidder, to reject any and all proposals, shall not be bound to accept the lowest proposal and shall be allowed to accept the total proposal of any one vendor.

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**Authorized Signature**

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**Typed or Printed Name**

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**Company Name**

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**Title**

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**Address**

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**Email Address**

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**Phone Numbers**