



City of Mobile
Request for Proposals
Addendum 1 to RFP Number: 5974
Basic Life Support (BLS) Ambulance Services

The City of Mobile is seeking proposals for BLS Ambulance Services.

The City is providing this Addendum 1 in response to questions received regarding the original RFP and to make corrections to the original RFP.

The due date for submitted written proposals remains 5:00 pm, August 28, 2025. *Submit one paper original and one digital copy (CD or flash drive) of the proposal.*

The full contents of the original Request for Proposals (RFP), and any subsequent Addenda to this RFP may be found on the City Bid page at <https://www.cityofmobile.org/bids>.

A. Amendments to RFP: The following amendments are made to the RFP.

1. In Paragraph 2.0.1 add the following definitions:

2.0.1.9 *Ambulance* shall mean any motor vehicle constructed, reconstructed, arranged, equipped or used for the purpose of transporting ill, sick, injured or individuals in need of or requesting medical attention.

2.0.1.10 *Ambulance call* shall mean the act of proceeding with an ambulance for the purpose of transporting any patient for compensation.

2.0.1.11 *Emergency* shall mean a response to a call in which it is believed that the imminent loss of life or limb will result. To be accomplished with use of all warning devices and lights.

2.0.1.12 *Urgent* shall mean a response to a call which does not require the use of all haste but does need to be achieved expeditiously. Warning devices may be used judiciously.

2.0.1.13 *Nonemergency* shall mean a response that does not require the use of warning devices including, but not limited to interhospital transfers, discharges to home, visits to physicians' offices and the transport of the deceased patients to funeral homes.

2.0.1 *Ambulance attendant* shall mean any person licensed as an EMT who has the duty of performing or assisting in the performance of an ambulance call.

2. In Paragraph 2.0.2 add the following operational standard:

2.0.2.4 Vendor shall abide by Code of Ala. 1975, §22-18-1, et seq. as adopted and promulgated by Rules 420-2-1, et seq., of the ADPH Administrative Code for Emergency Medical Services

3. At the end of Paragraphs 2.0.5 and 2.0.6, add the following sentence: "Vendor shall abide by Code of Ala. 1975, §22-18-1, et seq. as adopted and promulgated by Rules 420-2-1, et seq., of the ADPH Administrative Code for Emergency Medical Services."

4. Delete Paragraph 2.0.7.1 references to *MFRD Policy 3080: Private Ambulance Service Policy*. That policy document will be revised to conform with the terms of this RFP and implementing contract terms.

B. QUESTIONS AND ANSWERS:

The follow are questions that have been received and City responses to those questions. The questions are included generally verbatim as received relating to the overall RFP requirements where the City determined that an answer to all potential proposers was merited. Where you remain unclear or uncertain of the City's requirements, please use your judgment as to the City's intent, and state any questions or assumptions you made in interpreting the City's RFP. All timely submitted RFPs will be fully considered and scored by the City.

1. Could you please provide the annual and/or monthly call volumes for the past 12 months (2024), categorized by Basic Life Support (BLS) and Advanced Life Support (ALS) responses?

Answer: See the chart below for a breakdown of EMS Call Volume by level. The data is for calendar year 2024. Data is shown as all EMS calls, BLS level only, ALS level only, and BLS level calls assigned to a fire apparatus (BLS Engine) with no BLS ambulance.

EMS Call Volume for the period of calendar year 2024

Level	EMS Call Volume
ALS	15914
BLS	14885
BLS Engine	3288
Grand Total	34087

2. Regarding paragraph 2.07.4 Bariatric unit. Can you define what the maximum expected weight capacity of this unit must be? Given the extra support needed, would Bariatric transports also be required to be within the 25-minute response time?

Answer: No. The City expects well-experienced providers to maintain or have reliable access to resources to handle bariatric patients, and merely is stating a basic performance expectation. Response time exceptions and waiver processes are listed in RFP section 2.1.1. The response model does not provide a general exception for bariatric patient response.

3 Compensation Model: Can the city provide any statistical data that shows historical data by time of day and/or day of week to ascertain an estimated number of calls by hour, or any available data that would help define what resources would need to be available to service the agreement?

Answer: See EMS call volume table by day of week and time of day below at the end of this Addendum.

4. Is the city asking for a minimum number of units to cover the expected number of calls?

Answer: No.

5. Is the proposed compensation based upon a per-call basis or as a subsidy to support the system?

Answer: See RFP section 2.1.

6. Is the proposed compensation meant to cover or subsidize units based on the hours of service?

Answer: See RFP section 2.1.

7. Can the vendor offer more than one compensation model for consideration by the city?

Answer: See RFP section 5.2.

8. Should the contracted unit responding be ALS, and the patient requires ALS care, can the contracted unit provide this care and transport?

Answer: See City of Mobile City Code section 6-8. This RFP does not modify City Code private ambulance service provisions.

9 . Can the contracted service respond with red lights and sirens?

Answer: Generally no for BLS transports. Contracted providers routinely will respond in a Code 1 mode (no lights or sirens). MFRD units on scene may upgrade the response mode taking into consideration the safety of the emergency responders and patients. On scene providers may request and be granted an upgrade to Code 3 (lights and sirens) response if the safety of the emergency responders or patients so require, such as when responding to motor vehicle accidents.

10. We would like to submit a compliant bid and an alternative bid with innovative solutions that we believe could be highly beneficial to the City. Please let me know if submitting these two types of bids would be acceptable and if there are any specific guidelines or considerations we should keep in mind.

Answer: The City is entertaining proposals responsive to the requirements of the RFP.

11. Could you kindly provide the 911 calls for service volume for the 2024 year that was sent to the BLS providers?

Answer: See the table below for the 911 calls-for-service assigned to BLS providers for the 2024 calendar year.

Month	Incidents Assigned - BLS Units
January	1169
February	1157
March	1177
April	1110
May	1288
June	1260
July	1320
August	1336
September	1288
October	1326
November	1186
December	1268
Grand Total	14885

12. The minimum response time is somewhat confusing; it mentions not exceeding 25 minutes in some areas, but 24 minutes or less in others. What is the standard/required Response Time?

Answer: Any response time with a time of 25 minute and 1 second will be considered to have exceeded the Response Time Standard. A 25-minute response time meets the standard.

13. The RFP mentions "Multiple Contractors." If two companies bid for the RFP together, should only "one" Combined Proposal be submitted or will this require "Two" Proposals be submitted mirroring each other?

Answer: Companies that wish to contract with the City must submit individual proposals. A company may hire another company as a subcontractor, and the subcontractor may participate in the prime contractor's proposal, but the City will contract directly only with the prime contractor, not the subcontractor.

14. If two companies bid for the RFP together and there is a Primary & Secondary 24-hour rotating coverage day; will the Reliability Percentage be combined, or will each company be graded independently?

Answer: See the answer to question 13.

15. Section 2.0.8.1: Monthly Performance and Compliance Report with data points listed. 2.0.8.1.6: Inter-facility transfers – Exactly what data are you requesting on these?

Answer: Non-911-call-related patient transports that Vendor provides that originate within the City of Mobile.

16. Section 2.0.8.1: Monthly Performance and Compliance Report with data points listed 2.0.8.1.7: Standby and special event responses; are these only on MFRD related events, or all such type events covered by the vendor company?

Answer: See RFP Section 2.0.4.

17. Section 2.0.8.1: Monthly Performance and Compliance Report with data points listed: 2.0.8.1.8: Responses on non-MFRD days. If not calculating a combined reliability percentage together under a combined contracted bid by two companies; will the non-primary fire day vendor company receive any credits for taking the call as a secondary provider offsetting any turn downs?

Answer: No. See also the answer to Question 13.

18. What is the anticipated date of the contract award?

Answer: Approximately September 30, 2025.

19. How soon after the contract award will the vendor(s) begin under the contract?

Answer: Approximately September 30, 2025, or as soon as practicable.

20. If we are not the selected vendor (either individually or combined companies), what requirements and specific data (if any) will be required to be submitted to the MFRD monthly?

Answer: Any such requirement is not part of this RFP.

21. After the contract award for BLS ambulance services to the MFRD, what will the City Ordinance change be relating to private ambulance providers operating in the City of Mobile? And how many non-MFRD-contracted ambulance providers will be allowed to operate in the City of Mobile?

Answer: Potential City Code changes are not within the scope of this RFP.

2024 EMS Call Volume by day of week and hour of day

All EMS Calls	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
Sunday	172	149	110	112	99	97	128	151	188	211	230	223	243	217	240	234	221	214	259	206	226	208	179	140	4457
Monday	144	137	86	117	85	121	151	204	229	276	295	292	297	312	278	272	285	272	267	259	188	208	177	136	5088
Tuesday	145	114	109	83	96	106	178	205	229	292	296	302	317	295	294	279	289	280	265	234	235	180	190	140	5153
Wednesday	133	99	82	87	101	98	144	191	248	269	272	291	276	259	257	272	301	272	239	205	197	196	166	138	4793
Thursday	124	115	107	84	98	117	141	198	224	260	265	297	269	263	302	292	259	283	281	216	218	197	175	123	4908
Friday	126	96	109	93	94	104	128	196	222	250	274	280	281	286	296	309	279	261	260	249	237	170	180	147	4927
Saturday	139	128	120	123	118	106	128	145	190	223	228	261	253	258	251	234	252	253	261	262	229	205	204	190	4761
Grand Total	983	838	723	699	691	749	998	1290	1530	1781	1860	1946	1936	1890	1918	1892	1886	1835	1832	1631	1530	1364	1271	1014	34087

BLS EMS Calls	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
Sunday	63	70	47	52	41	44	59	71	89	98	92	93	118	94	118	102	95	92	116	96	97	101	89	75	2012
Monday	77	63	36	51	38	58	59	97	95	132	128	107	129	135	109	106	130	108	109	108	77	94	74	61	2181
Tuesday	64	54	48	34	45	57	77	82	103	130	130	136	126	117	127	116	121	107	110	103	108	82	100	75	2252
Wednesday	69	47	43	41	44	47	82	88	101	113	118	110	121	115	123	121	124	122	115	87	94	84	90	60	2159
Thursday	53	59	48	37	42	62	56	91	101	98	109	135	125	102	119	116	97	126	111	89	85	84	86	59	2090
Friday	60	46	47	44	46	46	55	95	92	114	109	116	119	111	100	105	102	103	103	108	102	73	91	72	2059
Saturday	63	63	58	60	59	45	73	62	88	93	96	122	116	112	101	116	101	111	111	109	98	92	97	86	2132
Grand Total	449	402	327	319	315	359	461	586	669	778	782	819	854	786	797	782	770	769	775	700	661	610	627	488	14885

ALS EMS Calls	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
Sunday	85	68	53	53	53	43	59	69	85	98	116	112	104	98	105	108	97	93	116	101	108	91	77	60	2052
Monday	59	65	45	61	41	54	77	89	118	127	146	155	140	148	137	130	123	114	132	131	94	98	89	65	2438
Tuesday	71	53	59	47	48	44	86	98	113	138	135	148	157	141	118	120	135	132	132	107	102	83	73	56	2396
Wednesday	57	44	33	39	51	42	54	80	129	124	129	160	129	128	113	115	133	120	98	100	87	95	64	72	2196
Thursday	63	51	52	44	51	49	65	91	105	143	126	135	121	136	159	143	124	113	141	111	111	96	80	56	2366
Friday	53	39	56	43	44	50	59	80	113	120	142	130	130	147	150	161	129	123	121	109	111	76	74	64	2324
Saturday	65	54	52	52	50	50	51	68	82	113	110	117	114	106	116	103	114	111	119	117	107	95	90	86	2142
Grand Total	453	374	350	339	338	332	451	575	745	863	904	957	895	904	898	880	855	806	859	776	720	634	547	459	15914

BLS EMS Calls – Engine only	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
Sunday	24	11	10	7	5	10	10	11	14	15	22	18	21	25	17	24	29	29	27	9	21	16	13	5	393
Monday	8	9	5	5	6	9	15	18	16	17	21	30	28	29	32	36	32	50	26	20	17	16	14	10	469
Tuesday	10	7	2	2	3	5	15	25	13	24	31	18	34	37	49	43	33	41	23	24	25	15	17	9	505
Wednesday	7	8	6	7	6	9	8	23	18	32	25	21	26	16	21	36	44	30	26	18	16	17	12	6	438
Thursday	8	5	7	3	5	6	20	16	18	19	30	27	23	25	24	33	38	44	29	16	22	17	9	8	452
Friday	13	11	6	6	4	8	14	21	17	16	23	34	32	28	46	43	48	35	36	32	24	21	15	11	544
Saturday	11	11	10	11	9	11	4	15	20	17	22	22	23	40	34	15	37	31	31	36	24	18	17	18	487
Grand Total	81	62	46	41	38	58	86	129	116	140	174	170	187	200	223	230	261	260	198	155	149	120	97	67	3288

THIS PAGE LEFT BLANK