


RFP PS-25-0543 Medical Direction Services

March 28, 2025 – 10:00 a.m.
Via WebEx

City of Phoenix
Finance Department


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Housekeeping

- Please turn off or silence cell phones during this pre-offer conference.
- Please mute your microphones, unless you are speaking, to mitigate background noise and potential electronic feedback for the other participants.
- We will be touching on each major section of the solicitation, please try and limit your questions to the section being discussed.
- **Please email your company name, first and last name, telephone number, and email address to the procurement officer: daniel.han@phoenix.gov**

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Legal Notice


The purpose of the Pre-Offer Conference is to provide a casual atmosphere to discuss the City's intent and to determine whether the City's requirements are clearly stated.

Although an exchange of information may take place, the official position of the City is that which is delivered in the solicitation document and in the form of a written Solicitation Addendum. Therefore, nothing said here today should be construed as a change to the written requirements in the solicitation document.

Any changes will be in the form of a solicitation addendum. Vendors must acknowledge receipt of any/all addenda by signing and returning the document with their submittal, or the response may be considered non-responsive.

Please note that it is the responsibility of the Offeror to read the entire solicitation document. Offerors must contact the Procurement Officer if they have any questions – no other City employees per the Transparency Policy.

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Key Dates

Pre-Offer Conference	March 28, 2025 at 10:00 a.m.
Written Inquiries Due	April 11, 2025 at 12:00 p.m. to daniel.han@phoenix.gov
Offer Due Date	May 9, 2025, at 2:00 p.m. to procurement@phoenix.gov

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Agenda

RFP PS-25-0543
Medical Direction Services

1. Review Solicitation Instructions
2. Review Minimum Qualification and Pre-Award Qualification
3. Review the Scope of Work
4. Review Special Terms and Conditions
5. Review Insurance and Indemnification Requirements
6. Review Submittal Requirements
7. Review Attachments
8. Closing


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Solicitation Instructions

- Transparency Policy starts at solicitation opening and ends at Council Award
- All offerors must register at:
<https://www.phoenix.gov/procure>
- All written inquiries are due **April 11, 2025, at 12:00 p.m. to daniel.han@phoenix.gov**.
- The City will not be responsible for oral instructions made by employees or officers, any changes will be in the form of solicitation addenda
- Businesses **must** be registered with the Arizona Corporation Commission (this is checked)
- Offeror must read the entire solicitation and accept all terms and conditions without exception
- Must meet the minimum and pre-award qualifications.
- Section 2 Agreement becomes the Agreement.


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Minimum Qualification and Pre-Award Qualification

- All physicians must meet the minimum qualifications (Section 1.3) certification and licenses.
 - 5 years for all medical directors
 - 3 years for other physicians assisting medical directors (online medical direction).
- 1.16 Pre Award Qualification - Offeror must have been in operation a minimum of five years. The Offeror's normal business activity during the past ten years will have been for providing the goods or services in this solicitation.


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Scope of Work – Exhibit A

- The City desires a contract for Medical Direction Services to provide consultation and direction in all areas of pre-hospital emergency and non-emergency medical services for the Phoenix Fire Department.
- Personnel
 - One individual is designated as the Administrative Medical Director and the primary contact. Approximately 40 hours per week for Administrative Medical Director.
 - Assistant Medical Director may be hired by Fire, contingent upon funding availability.
 - Qualified Physicians for 24/7 online medical direction services.


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Scope of Work– Exhibit A

- In general, Administrative Medical Director is responsible for:
 - Providing medical oversight for emergency and non-emergency medical programs.
 - Program review.
 - Administrative and legislative assistance.
 - Coordination with medical facilities.
 - 24/7 online medical direction to PFD field practitioners treating ill and injured patients.
 - Support the Phoenix Fire Department and its members in clinical and operational matters.
 - Expected to be accessible for day-to-day operations.


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Scope of Work – Exhibit A

- Additionally:
 - Report to the Assistant Fire Chief of the Medical Services Division.
 - Operate within the Incident Command System and the Phoenix Fire Department Chain of Command.
 - Be available to provide testimony as a fact witness.
 - Represent the Fire Department in local, regional, state, and national pre-hospital medical community.
 - Conduct research


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Scope of Work – Exhibit A

- Online Medical Direction
 - 24/7/365
 - Accessible by single local direct phone number
- Trainings
 - Basic Life Support and Advanced Life Support program training, including continuing education.
 - Phoenix Fire Department's initial Paramedic Training Program.
- Privacy and Confidentiality

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Terms & Conditions

- Pricing shall be firm and fixed for the entire term of the contract.
- Supplier Profile Changes
- Background screening of all contract employees is required, and the City has set this contract at the maximum risk level.
 - The Contractor is responsible for paying for badges.
- Please pay special attention to the Confidentiality and Data Security provisions within the solicitation
- Accommodations
 - Workstation is provided


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Insurance & Indemnification

- Please note the indemnification provisions within the solicitation
- Insurance requirements cover:
 - General liability
 - Automobile liability
 - Worker's compensation
 - Professional liability (Medical Malpractice Liability)
- Upon award, certificates of insurance (ACORD form or equivalent) must be provided to the City within 10-days
- Send to the Procurement Division at procurement@phoenix.gov


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Submittals

- Responses must be received by email.
 - Title Page
 - Table of Contents
 - Section 1 – Responses to Evaluation Criteria
 - Section 2 – Offeror's Itemized Budget
 - Section 3 – Minimum Qualifications
 - Section 4 – City's Submittals Forms
 - Submit all documents
 - Section 5 – Addenda
 - Section 6 – Exceptions (Optional)
 - Section 7 – Confidential Attachments (Optional)
- Late proposals will be rejected.


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Submittals

- All documents located <https://solicitations.phoenix.gov/Solicitations/Details/2084>
- Review the City's Submittals Forms
- Review Exhibit B - Itemized Budget
- Review Evaluation Criteria
 - Approach to Scope of Work 400 points
 - Qualifications, Experience, and References 350 points
 - Itemized Budget (Exhibit B) 250 points

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Transparency Policy

- ❖ All proposers under penalty of disqualification will refrain from contacting any City staff or officials to discuss this solicitation.
 - Begins upon solicitation posting and ends on day of City Council Award.
 - All questions must be directed to the procurement officer.
- ❖ Full policy in **Section 1.19** of the solicitation.
- ❖ Companies currently doing business with City are not prohibited from discussing their current contracts.

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Key Dates

IMPORTANT
INFORMATION

Written Inquiries Due	April 11, 2025 at 12:00 p.m.
Offer Due Date	May 9, 2025, at 2:00 p.m. to procurement@phoenix.gov

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