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# Request for Bids

RFB # 22-035

EMS Medical Supplies and Equipment  
Wake County Emergency Medical Services



## Wake County, North Carolina

Procurement Services  
301 S. McDowell Street  
Raleigh, North Carolina 27601

**Proposals are due March 31, 2022, BEFORE 2:00 pm Eastern.**

<b>Table of Contents</b>		<b>Page</b>
<b>1.0</b>	<b>Introduction</b>	<b>3</b>
	Introduction	3
	County Background	3
<b>2.0</b>	<b>General Project Requirements</b>	<b>3</b>
2.1	Mandatory Pre-Proposal Conference	3
2.2	Proposer Guidelines and Requirements	3
2.3	Proposal Contact	4
2.4	Proposal Submittal Requirements	5
2.5	Proposer Expenses	5
2.6	Interpretations, Discrepancies, and Omissions	6
2.7	Tentative Schedule	6
2.8	Finalists and Interviews	6
2.9	Award	6
2.10	Non-Disclosure of County Information	7
2.11	Anti-Discrimination	7
<b>3.0</b>	<b>Detailed Response Requirements</b>	<b>7</b>
3.1	Proposal Format	7
3.2	Proposal	7
3.3	Introduction	8
3.4	Company Background	8
3.5	Scope of Services	8
3.6	Implementation Plan	9
3.7	Responses to Itemized Listing of Medical Supplies and Equip	9
<b>4.0</b>	<b>Desired Features</b>	<b>9</b>
4.1	Scope of Work and Expectations	9
4.2	Changes to Current Uniform Offerings	10
4.3	Service Requirements and Bid Information	10
<b>5.0</b>	<b>Evaluation Criteria</b>	<b>11</b>
5.1	Selection Participants	11
5.2	Evaluation of Proposals	11
<b>Attachment A</b>	<b>Execution of Bid</b>	<b>12</b>
<b>Attachment B</b>	<b>Response Spreadsheet (Electronic)</b>	<b>13</b>

## 1.0 Introduction

Wake County, North Carolina (“The County”) is seeking proposals firms interested in being the medical supply and equipment provider for Wake County EMS for a term to begin in July 2022.

### County Background

Wake County is the second most populous County in North Carolina. The County consists of 12 municipalities and includes Raleigh, the county seat and state capital. A unique mix of urban and rural small towns distinguishes Wake County from other counties and provides something for every lifestyle. The County has a population of over 1,025,000 residents and covers 860 square miles.

The Wake County Emergency Medical Services Department is the provider of 911 emergency ambulance response in Wake County and will respond to over 120,000 calls in 2022. The department has more than 300 employees working a wide variety of shifts to provide seamless coverage to the citizens and visitors of Wake County. The logistics requirement for supporting this operation is ever expanding and diversifying.

By Summer 2022, EMS Logistics will be the direct supplier for nearly 35 different EMS stations across the County along with numerous other first responder agencies. All supply ordering and supply chain management is accomplished using Operative IQ by EMS Technology Solutions, LLC. This application manages every aspect of our supply chain, from station ordering and inventory, individual unit inventory, to controlled substance management. Every medical related item that comes into the warehouse is recorded into this system to maintain accurate counts at each level in the system.

## 2.0 General Project Requirements

### 2.1 Mandatory Pre-Proposal Conference

There is no pre-proposal conference.

### 2.2 Proposer Guidelines and Requirements

1. When responding to this RFB, please follow all instructions carefully. Please submit proposal contents according to the outline specified and submit documents according to the instructions. Failure to follow these instructions will be considered a non-responsive proposal and may result in immediate elimination from further consideration.
2. By submitting a proposal, Proposers acknowledge that:
  - a. The County reserves the right to reject any or all proposals if it determines that select proposals are not responsive to the RFP. The County reserves the right to reconsider any proposal submitted at any phase of the procurement. It also reserves the right to meet with select Proposers at any time to gather additional information.
  - b. Bids will be received by Wake County Government at the time noted on the cover page of this document. At that point, Wake County will close the receipt of bids and begin the evaluation process. The only information that will be released will be the names of the

- respondents. No other information will be disclosed, except as required by the evaluation process, until a contract is awarded.
- c. Wake County, at its option, may disclose the name(s) of any firms or companies being considered or elevated during the process. Proposers are not to contact any county staff or elected official in reference to the process due to the nature of a competitive environment and to protect the integrity of the RFB process. As information becomes available and is relevant for release, that information will be shared with respondents.
  - d. The County assumes no responsibility for confidentiality of information offered in a proposal. The RFB does not intend to elicit proprietary information. **However, if proprietary information is submitted as part of the proposal, the information is to be labelled as such.** Proposals are not subject to public inspection until after the contract award. Wake County reserves the right to share any information submitted in response to this RFP or process with any person(s) or firm(s) involved in the review and evaluation process. **Proprietary or confidential information must be clearly labeled as such at the time of initial submission and to the extent provided by N.C.G.S. Chapter 132, will not be made available for public inspection.** In the event that a request for inspection is made under public records law, the Proposer will be notified of the request and may participate in any subsequent civil action to compel disclosure of confidential information.

## 2.3 Proposal Contact

This RFB and subsequent action taken as a result thereof is issued by the Wake County Procurement Services in accordance with North Carolina General Statutes on behalf of the County. Proposal responses should be directed to Procurement Services, specifically to the Purchasing Director, as outlined below. In regard to this RFB and subsequent procurement process, vendors shall make NO CONTACTS, either written or verbal, with any Wake County employee, staff member, or Board of commissioner members or any other elected officials during the period beginning with the issuance of this document through approval of award unless authorized by the proposal contact. ***Any attempt by a Proposer to contact or influence a member or members of the aforementioned will result in the immediate disqualification of the Proposer from award for items or services on this RFP.***

**Proposal Contact:**

Dawn Underwood

Wake County Finance Dept. – Procurement Services

Wake County Justice Center, 2<sup>nd</sup> Floor – Suite 2900

301 S. McDowell Street

Raleigh, NC 27601

[dawn.underwood@wakegov.com](mailto:dawn.underwood@wakegov.com)

919-856-6157

## 2.4 Proposal Submittal Requirements

- a. Proposers are required to prepare their proposals in accordance with the instructions outlined in this part and elsewhere in this RFB. Each Proposer is required to submit its proposal in a sealed package.
- b. Two (2) copies shall be submitted to the address shown below as well as an electronic version on a USB flash drive (no password required).

**Mailing Address:**

Dawn Underwood  
Wake County Finance Dept. – Procurement Services  
Wake County Justice Center, 2<sup>nd</sup> Floor – Suite 2900  
301 S. McDowell Street  
Raleigh, NC 27601

- c. The County must receive proposals **BEFORE 2:00 PM on March 31, 2022**. *The Proposer's name, RFB number, and proposal closing time and date must be marked clearly on the proposal submission.* The time of receipt shall be determined by the time clock in the Wake County Procurement Services office. The County will not be held responsible for the failure of any mail or delivery service to deliver a proposal response prior to the stated proposal due date and time. It is solely the Proposer's responsibility to: (1) Ascertain that they have all required and necessary information, documents, and addenda, prior to submitting a response; (2) ensure that the response is received at the correct location and time. Late responses, regardless of delivery means, will not be accepted. Fax or email responses will not be accepted. This RFP is issued in accordance with NCGS 143-129.8 and 143-135.9.

## 2.5 Proposer Expenses

The County will not be responsible for any expenses incurred by any Proposer in the development of a response to this Request for Bids or any other activities associated with this procurement including but not limited to any onsite (or otherwise) interviews and/or presentations, and/or supplemental information provided, submitted, or given to Wake County and/or its representatives. Further, the County shall reserve the right to cancel the work described herein prior to issuance and acceptance of any contractual agreement/purchase order by the recommended Proposer even if the Board of Commissioners has formally accepted a recommendation.

## 2.6 Interpretations, Discrepancies, and Omissions

- a. Should any Proposer find discrepancies, omissions or ambiguities in this RFB, the Proposer must at once request in writing an interpretation from proposal contact listed in Section 2.3. The deadline for submitting questions is March 11, 2022, by 5:00 PM. All questions will be answered to the extent possible in the form of addenda to the specifications. The addenda will be available within seven (7) calendar days following the question deadline. All written requests for clarification should be addressed to the attention of Tom Wester.
- b. Failure to request an interpretation will be considered evidence that the Proposer understands the provision of the RFB.
- c. The issuance of a written addendum is the only official method by which interpretation, clarification or additional information will be given by the County. Only questions answered by formal written addenda will be binding. Oral and other interpretations or clarification will be without legal effect. It is the County’s intent not to issue any addenda after March 18, 2022.

## 2.7 Tentative Schedule

March 3, 2022	RFB issued by Wake County Procurement (or earlier)
March 11, 2022	Vendors submit in writing any questions to Procurement
March 18, 2022	Wake County issues addendum to answer any questions
March 31, 2022	Deadline is 2:00 PM to submit proposal
TBD, 2022	Evaluation of proposals and recommendation of award

## 2.8 Finalists and Interviews

From the proposals received, County staff may identify a short list of finalists. The finalists may be required to make an in-person presentation, including a demonstration of the exact equipment in their bid response, and to respond to questions. Additional information regarding the content of the presentation will be provided to the selected finalists.

## 2.9 Award

Wake County reserves the right to award a contract, based on initial offers received from Proposers, without discussion and without conducting further negotiations. Under such circumstance, the acceptance of a proposal by the County shall be deemed to be an acceptance of an offer and that such acceptance will be binding upon both parties. The County may also, at its sole discretion, have discussions with those Proposers that it deems to fall within a competitive range. The County may enter into negotiations separately with such Proposers. Negotiations with a Proposer may continue with a Proposer that the County has tentatively selected to award a contract to. The County shall

not be deemed to have finally selected a Proposer until a contract has been successfully negotiated and signed by both parties.

### 2.10 Non-Disclosure of County Information

The Proposer and its agents shall treat all data and information gathered by the Proposer and its agents, including this RFP and all reports, recommendations, specifications, and data as confidential. The Proposer and its agents shall not disclose or communicate the aforesaid matters to a third party or use them in advertising, propaganda, and/or in another job or jobs, unless written consent is obtained from the County.

### 2.11 Anti-Discrimination

In consideration of signing this Agreement, the Parties hereby agree not to discriminate in any manner on the basis of race, natural hair or hairstyles, ethnicity, creed, color, sex, pregnancy, marital or familial status, sexual orientation, gender identity or expression, national origin or ancestry, marital or familial status, pregnancy, National Guard or veteran status, religious belief or non-belief, age, or disability with reference to the subject matter of this Contract. The Parties agree to comply with the provisions and intent of Wake County Ordinance SL 2017-4. This anti-discrimination provision shall be binding on the successors and assigns of the Parties with reference to the subject matter of this Contract.

## 3.0 Detailed Response Requirements

### 3.1 Proposal Format

Proposers shall prepare their proposals in accordance with the instructions outlined in this section. Each Proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Proposer’s capabilities to satisfy the requirements of the RFB. Utmost attention should be given to the accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal should be organized as detailed in 3.2.

### 3.2 Proposal

SECTION	TITLE
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Introduction
2.0	Company Background
3.0	Scope of Services
4.0	Implementation Plan
5.0	Response to Itemized Component Worksheet

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

- a. Response information should be limited to project pertinent information only.
- b. Marketing and sales type information **IS NOT** to be included.

### 3.3 Introduction

Provide a brief narrative description of the medical supply and equipment services as offered by your firm. Compare key programs and features that match or exceed Wake County EMS Department requirements. Provide examples of services you are currently providing to customers that are of similar size and scope to Wake County EMS.

### 3.4 Company Background

Each proposal must provide the following information about the submitting Proposer's company so that the County can evaluate the Proposer's stability and ability to support the commitments set forth in response to the RFB. The County, at its option, may require a proposer to provide additional support or clarify requested information.

Background information shall include:

- a. How long the company has been in business
- b. A brief description of the company size and organizational structure
- c. A brief description of any litigation or governmental or regulatory action pending against your organization that might have a bearing on your ability to provide services to the County.
- d. The demonstration of at least three (3) successful business references of similar size and scope and complexity of the Wake County EMS System. This response shall include the names, email addresses and phone numbers of the project manager for each reference provided.

### 3.5 Scope of Services

- a. This section of the response should include a general discussion of the Proposer's overall understanding of the project and the scope of work proposed as outlined within the Section 4 - Desired Features.
- b. As the County is seeking a vendor that brings experience in providing a turnkey solution, the Proposer should outline for achieving the County's objectives based on the Proposer's experience with organizations similar to the County.

## 3.6 Implementation Plan

The Proposer must provide a detailed plan for business engagement with Wake County EMS, should they be selected. This information should address topics such as:

- i. Process for Establishing Account
- ii. Process for Ordering
- iii. Process for Inventory Management
- iv. Process for Delivery

This implementation plan should also identify any required activity on the part of Wake County EMS to ensure a successful and timely implementation.

## 3.7 Responses to Itemized Listing of Medical Supplies and Equipment

Responses to the Itemized Listing of Medical Supplies and Equipment as detailed in Attachment B (electronic spreadsheet) must be included with the Proposer's submission, including unit cost for each item. If bidding an alternate item, please provide a manufacturer's name and part number that is being suggested.

## 4.0 Desired Features

### 4.1 Scope of Work and Expectations

Wake County EMS is looking for a vendor that can provide the full spectrum of medical supply and equipment services to our system. This includes but is not limited to:

1. Provide excellent customer service at all times
2. Provide a seamless integration between the Operative IQ system utilized by Wake County EMS for inventory management and your ordering system
3. As an alternate, maintain an on-line store front for medical supply and equipment ordering, with the following basic capabilities:
  - a. Username and Password protected log-in to our account
  - b. Fixed pricing to reflect values awarded in this bid
  - c. Dynamic ability to monitor your stock levels of items we have in this bid
4. Provide real-time feedback to the Wake County Assistant Chief of Logistics on status of orders including back ordered items and efforts to fill those orders
5. Provide alternatives to specified items, when needed
6. Wake County is seeking contractual pricing for all specified items to commence with bid award and be valid through June 30, 2023. This is a one-year contract that is renewable for two additional one-year contracts. No price adjustments may be made unless specifications are changed for an existing item by Wake County.

7. Other governmental and / or public supported agencies may elect to purchase supplies and equipment from this bid and the successful bidder must extend the bid pricing and terms to those agencies.

## 4.2 Changes to Current Medical Supply and Equipment Offerings

Wake County understands that not all medical supply vendors carry all items that Wake County uses. Wake County does want vendors to make suggestions of alternate offerings for all items if they feel they have a product that will meet our needs better than the current choice. It is important to ensure that alternatives meet or exceed the specifications in place currently.

## 4.3 Service Requirements

### **Inventory**

Wake County operates a warehouse designed to maintain up to 90 days of on-hand stock of all medical supplies and equipment utilized in the EMS system. There is a regular reorder cycle required to maintain this warehouse to that level of functionality and Wake County seeks a vendor that maintains the necessary stock and relationships with manufacturers to meet this need on an on-going basis.

### **Shipping**

All shipments are to be FOB destination. No shipping charges are to be invoiced to Wake County. All items will be delivered to Wake County EMS, 221 South Rogers Lane – Suite 160, Raleigh NC 27610. Wake County requires that deliveries be made between 0700 and 1700 hours, Monday through Friday, unless prior arrangements have been agreed upon. Wake County can accept both individual parcels and palletized deliveries at this facility. The vendor will assume all responsibility for returns for items that were shipped improperly.

### **Invoicing**

Wake County requires the vendor to submit an invoice at the time of shipment. This invoice must be completely accurate, reflecting both the quantity of items shipped, the correct pricing from this bid process, and the unique Purchase Order number assigned at the time the order is placed. All invoices should be sent to Wake County EMS, 331 South McDowell Street, Raleigh NC 27601 for payment.

### **Packing Slips**

Wake County requires each shipment to include a detailed packing slip that indicates the exact quantity of items shipped and the unique Purchase Order number assigned at the time the order is placed.

## 5.0 Evaluation Criteria

### 5.1 Selection Participants

Wake County EMS will convene a project management team that will be the main “governance” on the project as well as serve as the team responsible for evaluating bid proposals. This team will make the recommendation for vendor selection to Procurement Services.

### 5.2 Evaluation of Proposals

- a. Evaluation criteria will be used to determine the successful vendor. While price is a factor, proposals will be evaluated by Wake County based on all the following criteria:
  - a. Ability to Interface with Operative IQ for Ordering and Inventory Management
  - b. Compliance with Bid Requirements/Instructions
  - c. Compliance with Service Requirements
  - d. Price
  - e. Implementation Plan
  - f. Customer References
- b. Except for “a.”, these criteria are provided for informational purposes and are not intended to represent an order of preference.

# ATTACHMENT A Execution of Bid

On behalf of \_\_\_\_\_, I am authorized to submit  
(Name of Company)

this RFB response to Wake County EMS Medical Supplies and Equipment (RFB 22-035)

Company Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Federal Tax ID: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**ATTACHMENT B**  
**Response Spreadsheet**  
(Electronic Attachment)