REQUEST FOR PROPOSALS FOR ON-SITE CONTRACT EMERGENCY MEDICAL SERVICES (EMS) PROVIDER FOR THE LOS ANGELES ZOO

RFP # 227935

Issued by:

CITY OF LOS ANGELES
LOS ANGELES ZOO
5333 ZOO DRIVE
LOS ANGELES, CA 90027

Issue Date: Tuesday, May 19, 2026

Deadline to Submit Proposals:
Tuesday, June 30, 2026, 3:00 p.m. Pacific Time

MANDATORY Site Walk Date:
Tuesday, June 2, 2026 at 8:30 AM Pacific Time

REQUEST FOR PROPOSALS (RFP)
ON-SITE CONTRACT EMERGENCY MEDICAL SERVICES (EMS) PROVIDER FOR THE LOS ANGELES ZOO

RFP OVERVIEW

DATE ISSUED:	Tuesday, May 19, 2026
RFP NUMBER:	227935
PROPOSAL DEADLINE:	Tuesday, June 30, 2026 at 3:00 p.m. Pacific Time
TITLE:	On-site Contract Emergency Medical Services (EMS) Provider for the Los Angeles Zoo
DESCRIPTION:	The City of Los Angeles Zoo Department seeks a qualified contractor to serve as On-Site Contract Emergency Medical Services (EMS) Provider for the Los Angeles Zoo.
REQUIREMENTS:	Proposers must register on the Regional Alliance Marketplace for Procurement (RAMP) http://www.rampla.org in order to access the RFP materials and updates.
CONTRACT TERM:	One (1) year with an option to extend for two (2) additional one-year terms, at the Zoo's sole discretion, for a total not to exceed three (3) years. The anticipated start date of the contract shall be approximately December 5, 2026.
MANDATORY SITE WALK:	A mandatory site walk will be held on Tuesday, June 2, 2026 at 8:30 AM. **Attendance is required in order to be eligible to submit a proposal.** To register to attend the site walk, interested Proposers must send an email to lazoo.rfp@lacity.org by 1:00 PM on Monday, June 1, 2026 to receive instructions for the site walk. Only Proposers are allowed to attend the site walk.
PROPOSAL SUBMISSION METHOD:	Proposals will only be accepted by email submission in PDF format to lazoo.rfp@lacity.org. Submission by other means will not be accepted. Proposers must indicate in the subject line: "Proposer's Company Name, Proposal Submission RFP # 227935 On-Site Contract EMS Provider for the Los Angeles Zoo"
QUESTIONS:	Proposers may submit all questions regarding the Request for Proposals (RFP), by emailing lazoo.rfp@lacity.org. The subject line of the e-mail must clearly state "QUESTION: RFP # 227935 On-Site Contract EMS Provider for the Los Angeles Zoo."

	Questions will only be accepted by email. **The deadline to submit questions is Wednesday, June 17, 2026 at 1:00 p.m. Pacific Time.** All questions and responses will be made available to all Proposers periodically on the RAMP website at http://www.rampla.org. No individual responses will be given. The final responses to questions will be posted on RAMP.
RAMP SUPPORT:	Visit the RAMP Support page https://www.rampla.org/s/support for self-help by viewing the manuals on various topics. If further technical assistance (such as account information, log in issues), fill out a help ticket/SNow web form at http://snow.lacity.org/rampla

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I. The Opportunity

A. Introduction

The City of Los Angeles ("City"), through its Department of the Zoo ("Los Angeles Zoo", or "Zoo") seeks a well-qualified Contractor to serve as an on-site contract emergency medical services (EMS) provider for the Zoo for one year commencing on approximately December 5, 2026 with the option to extend the services for two additional one-year terms exercisable at the sole discretion of the Zoo.

B. Definition of Terms

"**Agreement**" shall be considered synonymous with the term "Contract."

"**City**" shall mean the City of Los Angeles.

"**Contractor**" shall mean the individual, partnership, corporation or other entity to which this contract is awarded, and shall be synonymous with the term "Vendor."

"**Department**" or "**Zoo**" shall be considered synonymous with the City's Department of the Zoo.

"Emergency Medical Services (EMS) Provider" shall be considered synonymous with an Emergency Medical Technician (EMT) at the minimum or a Paramedic, when applicable.

C. Background

Zoo Vision Statement

Creating a just and sustainable world where people and wildlife thrive, together.

Zoo Mission Statement

Through the passion of our team, the Los Angeles Zoo is leading the way in saving wildlife and connecting Angelenos to the natural world by providing exemplary animal care, delivering distinctive and diverse learning opportunities, and creating unforgettable experiences.

Saving Wildlife. Enriching Our Communities. Creating Connections to Nature.

About the Zoo

The Los Angeles Zoo opened on November 28, 1966 under the management and control of the Department of Recreation and Parks until the Zoo was established by ordinance as a City department on July 1, 1997. The Zoo was authorized by the City Council to independently operate, manage, maintain, and control all of the Los Angeles Zoo property, and is under the control and management of a General Manager, also known and referred to as the Zoo Director.

The Los Angeles Zoo is located in one of the nation's largest urban parks, Griffith Park, and is a destination for over 1.5 million visitors annually, a global conservation leader, a hub for environmental sustainability, a regional gateway to nature, and a welcoming and inclusive place for all. The Los Angeles Zoo is accredited by the Association of Zoos and Aquariums (AZA) and its 133-acre campus is home to over 1,700 animals representing more than 270 different species, of which more than 60 are endangered. In addition, the Los Angeles Zoo's botanical collection comprises several planted gardens and over 800 different plant species with approximately 7,000 individual plants.

Guided by its first-ever Conservation Strategic Plan, the Zoo has established an effective Conservation Division that actively supports programs and activities locally and around the world. Educational- and community-focused activities and programmatic offerings through the Zoo's Learning & Engagement Division are another important aspect of the Zoo's work toward furthering its mission. Through this work, the Zoo is committed to providing equitable experiences, opportunities, and engagement for the diverse communities of Los Angeles and it is the foundation upon which the Zoo is working to build its brand.

As an accredited member of the Association of Zoos and Aquariums (AZA), the Zoo is committed to and held to the highest standards of animal care and wellbeing. This is a fundamental objective and a top priority that guides all decisions. It is vital that the standard of top-quality care that the animals receive is among the key messages communicated to all audiences when possible. The six guiding principles by which the Zoo seeks to build support and awareness are:

- Achieve the highest level of animal welfare;
- Advance conservation efforts locally and globally;
- Create meaningful, safe, and fun experiences for visitors and the community;
- Enhance Zoo facility, operations, and outreach as a world-class destination;
- Demonstrate environmental sustainability and best practices; and,
- Embody operational excellence at every level.

The Los Angeles Zoo has remained a safe, affordable family destination for the Los Angeles community for over 60 years, and has served over 86 million visitors since it opened its doors in Los Angeles' popular Griffith Park. As a community asset and integral part of the quality of life of Angelenos, the Los Angeles Zoo strives to be a leading educational and recreational destination, but also one that competes with the region's theme parks, cultural facilities and other tourist attractions.

On average, the Los Angeles Zoo has approximately 5,000 visitors a day, with peak days reaching up to 14,000 visitors. The majority of our visitors are families with young children. Throughout the year, over 130,000 schoolchildren come to the Zoo on field trips.

The Zoo is a hub of physical activity for both guests and staff. Guests travel throughout the majority of the 133-acre facility. Additionally, Zoo staff often perform physical work on a daily basis and as a result, incidents requiring first aid medical attention can occur. Examples of typical incidents at the Zoo facility include, but are not limited to, trip and fall accidents, personal illnesses, bug bites and stings, and heat-related illnesses during the summer months. While the majority of these incidents may be minor first aid issues, emergencies

may also arise where paramedics need to respond. Paramedic arrival times can take a few or more minutes.

1. Anticipated Term and Start Date of Contract

The term of Contract with the selected Proposer shall be one (1) year, with an option to extend for up to two additional one-year terms, for a total of three (3) years, exercisable at the sole discretion of the Zoo. The Proposer shall state if willing to grant the City the option to extend any agreement awarded hereunder for two additional periods of one year each, under the same prices, terms, and conditions.

The Contract extensions will be contingent upon the availability of funds, the Contractor's continuing compliance with applicable Federal, State, and local government laws, and an evaluation of the Contractor's performance.

The anticipated start date of the Contract shall be approximately December 5, 2026. The selected proposer shall be required to assume all operations included in the scope of this RFP around December 5, 2026, subject to the review and approval by the Mayor and City Council before contract execution and the start of services. The City reserves the right to rebid any or all services included in this RFP annually following the initial one-year term.

2. Available Funding

The Zoo, in entering into an agreement with the selected Proposer, guarantees no minimum amount of business or compensation. The agreement awarded through this RFP shall be subject to funding availability and to early termination by the Zoo, as provided in the Standard Provisions for City Contracts (Rev. 1/25) [v.2] (Appendix 1).

3. Minimum Qualifications

Proposers shall provide and demonstrate their qualifications to perform the services as described based on the information provided in this RFP and in accordance with the Zoo's mission, vision, and performance expectations.

II. Scope of Services

A. Description of Services to be Provided

The Zoo is seeking a qualified and experienced on-site contract emergency medical services provider to provide initial emergency medical response by administering first aid and providing medical attention to injured and ill Zoo guests, employees, volunteers, visitors, agents, contractors, etc. ("Zoo Attendees"), during business hours as well as during special events held before/after hours at the Zoo.

- At a minimum, all Proposers must submit a cost proposal which includes services at the level of an Emergency Medical Technician (EMT)

- Proposers who offer Paramedic services may also include with their submission a cost proposal option for services at the level of a Paramedic.

B. Contractor's Responsibilities

1. The Contractor will assign, at minimum, one (1) qualified and experienced EMS Provider to work on-site at the Los Angeles Zoo seven days a week, for a minimum of eight (8) hours per day, 363 days per year, as well as during special events held before/after regular Zoo hours. The Zoo may also require an additional emergency medical service provider to staff events on very busy, high attendance days on an as-needed basis. The Zoo's public hours are from 10:00 AM – 5:00 PM seven days a week. The Zoo is closed to the public on Thanksgiving Day and Christmas Day. The EMS Provider's Regular Service Hours at the Zoo shall be from 9:30 AM – 5:30 PM, unless otherwise defined with prior written notice. Service hours for special events are typically from 5:30 PM to 10:30 PM for approximately 60 days a year, and occasionally 8:00 AM to 9:30 AM.

2. The on-site emergency medical services provider must have obtained all certification/licensure as required by the State of California Emergency Medical Services Authority (EMSA) and the National Registry of Emergency Medical Technicians (NREMT) as stated below.

Requirements	EMT	Paramedic
Education	Complete a state-approved EMT Training Program	Complete an accredited Paramedic Training Program
Certification/Licensure	Valid California EMT Certificate issued by a local EMS Agency	Valid California Paramedic License issued by the state of California
Certification Exam	Pass the NREMT **EMT** Exam	Pass the NREMT **Paramedic** Exam
Accreditation	N/A	Los Angeles County EMS Agency Paramedic Accreditation (requires employment by an approved LA County Advanced Life Support (ALS Provider Agency)
CPR Certifications	Current CPR Card equivalent to American Heart Association or Red Cross Basic Life Support (BLS)	Current CPR Card for BLS, Advanced Cardiac Life Support (ACLS), and either Pediatric ALS (PALS) or Pediatric Education for Prehospital Professionals (PEPP)

Driver's License	Valid California Driver's License	Valid California Driver's License
Background Check	Live Scan for the Los Angeles County EMS Agency to receive the California Department of Justice (DOJ) and FBI criminal history report	Live Scan for the Los Angeles County EMS Agency to receive the California Department of Justice (DOJ) and FBI criminal history report

3. The Contractor must have medical protocols and guidance for on-site medical practitioners to follow in assessing and treating injuries and illnesses. The Contractor will furnish, at its own expense, all materials, supplies, and equipment needed for provision of emergency medical services at the Zoo, including but not limited to an electric-powered EMS first responder golf cart with integrated stretcher capabilities for the EMS provider, health monitoring and assessment equipment, medical consumables, etc. The supplies must be in accordance with the minimum levels of emergency care equipment and supplies recommended by the Department of Health Services of the Los Angeles County **(See Appendix 4: Basic Life Support Ambulance Equipment, Part III)**. The Contractor shall furnish the City with a list, and seek prior written approval, of all materials, supplies, and equipment that the Contractor intends to store, consume or utilize at the Zoo **(See Attachment D: Proposed Supply and Equipment List)**. The Contractor shall immediately remove any material, supply, or equipment upon written request by the City.

4. The Contractor will operate according to all applicable local, state, and federal laws, regulations, and licensing requirements. The Contractor will exercise reasonable care and comply with all applicable Zoo policies and procedures during provision of emergency medical services to reduce risk and ensure safety of all Zoo Attendees. At a minimum, the emergency medical services (EMS) provider shall provide all the scope of practice as defined by the Department of Health Services of the County of Los Angeles as referenced in **Appendix 2: EMT Scope of Practice and Appendix 3: Paramedic Scope of Practice**.

   As part of the proposal, the Contractor may provide additional authorized scope of practice including, but not limited to administration of over-the-counter medications for emergency illnesses, provided they follow approved protocols. **See Attachment B: Additional Scope of Practice form**.

   Contractor will indicate any limitations or restrictions that a specific (EMS) provider will not/cannot perform or provide. **See Attachment C: EMS Limitations & Restrictions**.

5. The priority focus of the EMS provider will be first response and patient care. The EMS provider will provide on-site non-emergency and emergency medical services to individuals at the Zoo in accordance with Department of Health Services of the County of Los Angeles Protocols. If emergency referral to off-site medical care is necessary,

the EMS provider will coordinate with the on-site Zoo Security and the Los Angeles Fire Department emergency medical services for transportation to a medical facility.

6. The Contractor will manage a First Aid Station area at the Zoo with fully stocked medical supplies where Zoo Attendees, defined as guests, visitors, employees, agents, contractors, students, or volunteers, can seek medical attention. Patient care may involve walk-in care, patrolling the Zoo, and responding to locations throughout the Zoo facility to provide care at the place of an incident, as well as transport of persons to an awaiting ambulance or onsite first aid station as necessary and/or in case of an emergency. The Zoo may also require the Contractor to allow guests with accompanying medical professionals to utilize the First Aid Station area to perform medical maintenance procedures or other necessary aid. The Contractor's proposal shall identify all equipment, and maintenance thereof, supplies, and furnishings required for the most effective and cost-efficient conduct of operations.

7. The Contractor shall complete individual patient care reports, including all other necessary documentation, immediately after providing emergency medical services to each Zoo Attendee and submit it to the Zoo with all other related documentation, within 24 hours of providing emergency medical services to a Zoo Attendee. Patient care reports will include narrative information regarding incident details and emergency medical service response, patient name, date of birth, date and time of incident and time of resolution. Photos and/or other forms of documentation of the scene should be included to properly document the location of the incident and any risk factors that may have contributed to the patient's need for care.

8. The Contractor shall also provide daily activity reports to Zoo staff. The Contractor shall supply and maintain a daily incident tracking software system, as well as the equipment to operate the software, which provides detailed reports and incident documentation in accordance with applicable federal, state, and local regulations. The daily reports shall be compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The Contractor shall document all (minor, major, serious) incidents, inquiries, requests and encounters with Zoo guests, employees, volunteers, visitors, etc.

9. On-site communication protocols are to be integrated with Zoo personnel and Zoo Security assigned at the Zoo.

10. The Contractor shall provide professional instructors to teach First Aid/CPR courses at least annually and on an as-needed basis at the Zoo that meet the American Heart Association or American Red Cross training guidelines, and provide all work, materials and equipment required for the students and to teach the First Aid/CPR courses.

11. The Contractor's proposal may include additional services such as occupational health and safety training, illness and injury prevention, and other related services which may be considered as part of the overall proposal.

12. The Contractor is responsible for ensuring that uninterrupted emergency medical services are provided during EMS Regular Service Hours from 9:30 AM to 5:30 PM, seven days a week, excluding Christmas Day and Thanksgiving Day, unless otherwise

defined with prior written notice, as well as for Special Events starting approximately 30 minutes before and concluding 30 minutes after the event (typically 8:00 AM to 9:30 AM for early morning events and 5:30 PM to 10:30 PM for after-hours events).

13. The Contractor shall notify the Zoo if its regularly assigned emergency medical provider will be late or absent and that a qualified replacement will be provided to ensure uninterrupted emergency medical services. The Contractor shall make its own arrangements to ensure provision of continuous emergency medical services to cover tardiness or absence and give the Zoo notification of such substitution as early as practically possible. Failure to notify the Zoo and non-presence of an EMS provider during agreed upon scope of service hours shall be grounds for review.

14. Contractor shall use its own staff to perform the emergency medical services and First Aid/CPR training as needed. With advanced written approval from the Zoo, the Contractor may utilize subcontractors to assist in performance of the listed scope of work to cover tardiness or absences. Notwithstanding the fact that the Contractor may utilize subcontractors, the Contractor shall remain responsible for performing all aspects of the scope of services outlined. Subcontractors used must meet the minimum level of qualifications outlined in the RFP. The City does not have any obligation to pay subcontractors and nothing herein creates any privity between City and the subcontractors used.

15. The Contractor must notify the Zoo in writing within 48 hours or sooner in emergencies if key personnel identified in the Contractor's proposal submission cannot continue to provide the agreed upon services.

16. The Zoo reserves the right to approve or reject key personnel replacements.

III. Proposal Content and Submission Requirements

A. Mandatory Site Walk

A site walk will be conducted on Tuesday, June 2, 2026 at 8:30 AM. **Attendance at the site walk is mandatory to be eligible to submit a proposal.** To register (and receive instructions for the site walk), interested Proposers should send an email to lazoo.rfp@lacity.org before Monday, June 1, 2026 at 1:00 PM (Pacific Time).

Site walk participants will be required to sign a release and indemnity agreement.

Responses to questions asked during the site walk will be posted on the Regional Alliance Marketplace for Procurement (RAMP) http://www.rampla.org.

B. Proposal Format

Proposals shall be based only on the material contained in the RFP, amendments, addenda, and other material published by the Zoo relating to the RFP. Proposals must meet the

requirements outlined in this RFP. It is requested that proposals be prepared economically and avoid the use of unnecessary promotional material.

Proposals should include detailed narrative responses to each Proposal Item outlined in the table below, and associated supporting documentation to provide additional confirmation and context for the Proposer's qualifications. If selected, Proposers must be willing and able to commit to the Proposal Items and all provisions in the Standard Provisions for City Contracts, attached herein as Appendix 1.

All submissions and documents must utilize the Proposer's legal business name (including any doing-business-as (DBA) names). The Proposer's legal business name should match what appears in submitted supporting documents, certificates, licenses, RAMP profile name, etc.

The cover letter must be signed by a representative or officer of the firm authorized to bind the Proposer to all provisions of the proposal, the RFP, any subsequent changes, and to the Contract if an award is made. Documentation of such authority is required to be submitted with the proposal. All signatures must be scans of wet signatures or electronic signatures.

The submission must include a Table of Contents and the completed Proposal Checklist indicating the components of the proposal and compliance documents with corresponding page numbers. Presentation of the submission and Table of Contents should follow the sequence of the Proposal Checklist. The Proposal Checklist has been provided in Section X of this RFP to help in creation of the Table of Contents.

It is recommended that text be in 12-point size, using a legible font such as Arial, Calibri, Times New Roman or similar. There is no maximum page count. Portrait orientation is preferred. Proposers are encouraged to use good judgment when formatting and to provide the most responsive and concise proposal. Proposals should be submitted on standard letter size pages (8.5" by 11"). Compliance documents must be submitted in full letter-size versions. Proposers should not include unnecessarily elaborate or promotional material, and number all pages consecutively, with a Table of Contents following the sequence of the Proposal Checklist.

The recommended maximum file size is 20 megabytes (MB). Proposers must keep the size of their email submission within the limit of their email servers, to ensure that the submission is received. An option is to compress files into a zip folder that meet the maximum file size of 20 MB.

1. Technical Proposal

The quality and completeness of the response to the technical proposal requirements will be the basis for scoring as indicated in each section. The total number of points available in this RFP is 100. The below proposal criteria table indicates the number of points available out of 100 for each section of the proposal response. Section II: Scope of Work of this RFP should guide the responses to be provided in the technical proposal.

The technical proposal responses must be submitted in the order indicated below, beginning with the Cover Letter.

ON-SITE CONTRACT EMERGENCY MEDICAL SERVICES PROVIDER FOR THE LOS ANGELES ZOO
COVER LETTER
Each proposal must include a cover letter**, signed by a corporate officer of the business**, limited to one (1) page that references the title of this RFP and the RFP Number, contains a general statement of the purpose for submission, and includes the following detailed company information: 1. Full legal name of the Proposer 2. Legal business status (individual, partnership, corporation, etc.), address, website (if applicable), email, and telephone number of the Proposer 3. Name, title, address, email, and telephone number of the person or persons authorized to represent the Proposer to enter into negotiations with the City for the RFP and any subsequently awarded contract. Indicate any limitation of authority for any person named.
1. QUALIFICATIONS AND RELATED EXPERIENCE (Maximum 30 points out of 100)
This section of the proposal should establish the ability of Proposer to satisfactorily perform the required work by describing recent experience performing work of a similar nature; demonstrated competence in the services to be provided; strength and stability of the firm; staffing capability; workload; and record of meeting deliverables and schedules on similar types of clients. The applicable experience of the Proposer should be described in narrative detail, including clients of a similar nature, duration of service, and in order of most recent experience. Supporting documents should also be submitted to support the narrative.
A. Company Profile
i. Types of services offered by the Proposer
ii. Year founded and Business Organization Structure (Corporation, partnership, LLC, Sole proprietorship); identify the state under whose laws Proposer is organized. Otherwise, if Proposer is an individual, identify the state where Proposer is domiciled.
iii. Number, size and location of headquarters and branch offices
iv. Number of full and part-time employees
v. Identify which office location, project/service manager's and principal office manager(s)' names, phone numbers and email addresses who will have the primary responsibility for providing services.

B. Financial Stability
Provide a general description of the Proposer's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, impending merger) that may impede Proposer's ability to provide the full scope of services for the term of the Contract. Include relevant supporting documentation that substantiates this response.
C. Experience
i. Describe the Proposer's length and depth of experience performing similar scope of work for AZA accredited zoos and aquariums, museums, Los Angeles-based cultural institutions or attractions, educational or mission-based organizations, or government operated facilities.
ii. Provide a list of all work performed previously for the City or another local U.S. governmental body, either as a prime or subcontractor during the last five (5) years.
iii. Describe experience working with government agencies or institutions similar in breadth and scope to the City. Include experience in the Southern California region in the description, if applicable. Work experience should identify the year, job title, and the name of the employer at the time the work was performed.
D. Portfolio of Past Clients
i. A portfolio of examples from a minimum of three (3) previous clients may be included to illustrate the Proposer's work, qualifications, and understanding of the Zoo's needs.
ii. Provide a description of unique or key functions performed for each client.
iii. Provide costs with each client provided.
2. PROPOSED STAFFING, ORGANIZATION AND WORK PLAN (Maximum 30 points out of 100)
A. Staffing and Organization This section of the proposal should demonstrate the qualifications, capacity, and ability of the Proposer and personnel to provide a consistent and effective scope of services.
i. Describe the qualifications and capacity of the Proposer and associated personnel with proven experience and ability to support the staffing stability and consistency to provide the scope of services as described in Section II of this RFP.
ii. Provide a shift schedule that identifies consistent assigned staff. This should include a plan for substitution to ensure uninterrupted provision of services. Provide specifics on the proposed staffing levels to adequately provide the scope

of services as described in this RFP. Demonstrate the availability of personnel assigned to provide the scope of services.
iii. Identify and demonstrate the qualifications of assigned personnel to provide the scope of services. Staff must have the education, experience and applicable professional credentials that meet the scope of work and show an understanding of the Zoo's requirements.
iv. Provide an organization chart indicating staffing assigned and functional responsibility.
v. Provide Resumes/Curriculum Vitae (CV) of each key leadership and/or principal staff members to be assigned to the Zoo.
B. Work Plan Proposer should provide a narrative which addresses the Scope of Work, describes how the Proposer will carry out the Contractor responsibilities, and shows the Proposer's understanding of the Zoo's needs and requirements.
i. Provide an outline or narrative describing work plan, and outline the activities/schedule to be undertaken and the level of staffing to perform the scope of work. Provide a list of associated materials, supplies and equipment that will be supplied. Fill out the forms: a. Attachment B: Additional Scope of Practice b. Attachment C: EMS Limitations and Restrictions c. Attachment D: Proposed Supply List and Equipment
ii. Provide a detailed description of the daily incident/end of shift and patient care report tracking system. Include an explanation of how the system provides incident documentation that is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and how the Proposer will provide the Zoo with secure access to all reports and data.
iii. Provide a sample of the following: proposed Daily Incident/End of Shift Daily Report and proposed Patient Care Report.
iv. Use of Subcontractors: Identify and describe any service component that may be contracted out by the Proposer **only as a backup.**
3. REFERENCES **(Maximum 10 points out of 100)**
Provide a minimum of three (3) and maximum of five (5) business references for the scope of services cited as related experience, and furnish the name, title/position, address, email address, and telephone number of the person(s) at the references' organization who is most knowledgeable about the work performed. References submitted for review must be professional clientele for whom similar services were provided. References will be contacted. Feedback received will be factored into the score. References that are unreachable may affect scoring in this criterion.

For each reference, describe the nature of the reference, the Proposer's relationship to the reference and/or role related to the reference, and the duration of the association. Proposer may also supply references from other work not cited in this section as related experience.
4. PROPOSAL COST (Maximum 30 points out of 100)
A. Provide an outline of the Proposer's billing structure and description of how services are billed including the rates and an overall cost to provide the services. This may include a breakdown of staffing levels and costs for salaries, expenses, equipment, (differentiate one-time and ongoing costs, and should include estimated itemized detail), contracted services, and any other ancillary costs deemed applicable by the proposer. Costs shall be identified in respective units (hours, flat rate, etc.) and categories (direct, indirect, overhead, etc.) as applicable.
B. Complete the Pricing Cost worksheet for an **EMT (required)** and an **optional Paramedic** cost. (See Attachment A: Cost and Pricing Plan)

The City's decision to award a service agreement will be based on the stated evaluation criteria. The City reserves the right to modify the City's objectives and requirements at any point during the period prior to the submission deadlines (communicated by RFP addendum/s posted in RAMP), without liability, obligation, or commitment to any party, proposer or organization for costs incurred in responding to this RFP, RFP addendum/s or subsequent modifications of the City's terms and conditions prior to execution of an agreement.

Proposals will be evaluated against others proposing to provide the same services. The lowest cost proposal may not be determined to be the best contractor when all the evaluation factors have been considered.

2. Compliance Documents

Proposer must provide complete (and sign, when applicable) copies of all compliance documents. See Part X: Proposal Checklist for the full list of required compliance documents and submittal instructions. Incomplete submissions may deem a proposal non-responsive.

C. Questions and Technical Assistance

All questions must be submitted by email to lazoo.rfp@lacity.org. The subject line of the e-mail must clearly state "QUESTION: RFP # 227935 On-Site Contract EMS Provider for the Los Angeles Zoo." The City is not responsible for failure to respond to questions that have not been labeled as such.

Questions will only be accepted by email. Inquiries received via mail, in-person, telephone, or fax will not be accepted or answered. **The deadline to submit questions is Wednesday, June 17, 2026 at 1:00 p.m. Pacific Time.** All questions and responses will be made available to all Proposers periodically on the RAMP website at http://www.rampla.org. No individual responses will be given. The final responses to questions will be posted on RAMP before the bid due deadline. It will be the responsibility of all Proposers to check RAMP for the responses.

City staff cannot provide assistance or feedback on proposals at any time.

Any technical difficulties encountered while submitting a proposal must be reported immediately to lazoo.rfp@lacity.org . The email must be received at least 48 hours before the Proposal due date/time and must include the following:

1. Company name and contact information
2. Subject Line: Technical difficulty submitting proposal to RFP # 227935
3. Description of difficulties encountered including screenshots or other information to document the technical difficulties encountered; and
4. Description and supporting documentation, if applicable, of attempts to troubleshoot with lazoo.rfp@lacity.org

Based on evaluation of the above information, the Zoo may provide the Proposer the opportunity to submit the Proposal via an alternate method. If the above procedures are not followed as stipulated or sufficient evidence provided, the Zoo will not accept the Proposal.

D. Deadline for Submission of Proposals

Proposals must be submitted on or before 3:00 p.m. Pacific Time on Tuesday, June 30, 2026.

Proposals will only be accepted in electronic PDF format as one (1) attachment to an email sent to lazoo.rfp@lacity.org with the subject line: SUBMISSION: Proposer's Company Name: RFP # 227935 On-Site Contract EMS Provider for the Los Angeles Zoo.

Submissions by email may also be in a ZIP file or an electronic cloud-based storage format (e.g., Dropbox, Google Drive, OneDrive, etc.) with proper access and ability to read and download all materials. Failure to submit cloud access link(s) and any password(s) for the proposal by the deadline will result in disqualification. All proposals become the property of the City of Los Angeles. All documents must be in portable document format ("PDF") with optical character recognition ("OCR") enabled.

Hard copy responses (on paper or on a thumb drive), including hand delivery, USPS, or mail courier will not be accepted. All solicitation responses must be received by the deadline stated above.

Proposals received after the above-specified date and time, regardless of reason, will not be opened, accepted, or reviewed. Timely submission of proposals is the sole responsibility of the Proposer. Proposers are encouraged to submit proposals well in advance of the proposal submission deadline.

All costs of proposal preparation shall be borne by the Proposer. The City shall not, in any event, be liable for any pre-contractual expenses incurred by the Proposer in the preparation of its proposal. Proposer shall not include any such expenses as part of its proposal.

Proposers shall complete and return all applicable documents, including forms, attachments, appendices, and exhibits to this RFP. The City may deem a proposer non-responsive if the proposer fails to provide all required documentation and copies.

Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in the RFP

IV. Eligibility, Evaluation and Selection Process

A. Eligible Proposers

Proposals will be accepted only from individuals or organizations that:

1. Attended the mandatory site walk;
2. Are qualified to conduct business in the State of California and the City of Los Angeles;
3. Are employing qualified emergency medical service (EMS) providers that have obtained all certification/license/accreditation as required by the applicable state and/or Los Angeles County for EMTs and Paramedics.
4. If a corporation or limited liability company, the Proposer must be in good standing with the California Secretary of State;
5. Have not been determined to be non-responsible or been debarred by the City pursuant to the Contractor Responsibility Ordinance;
6. Are not presently debarred, or have not been suspended or proposed for debarment by the federal government, State of California, or local government.
7. If the Proposer has contracted with the State of California or the City of Los Angeles, it must not have an outstanding debt which has not been repaid or for which a repayment agreement plan has not been implemented.

B. Evaluation Criteria

The City will review and score each complete and fully responsive proposal. Proposals shall be determined eligible for review and scoring based on the responsiveness and factuality or verifiability of the proposal documentation and information.

Proposals shall be evaluated based on the categories and maximum points indicated in Part III, Section A, 1 - Technical Proposal and may include, but not be limited to, consideration of any or all of the listed factors at the City's sole discretion. The lowest cost proposer may

not be determined to be the best proposer when all evaluation factors have been considered.

C. Proposal Review Process

Proposals received by the Proposal Submission Deadline as specified in this RFP will be evaluated as outlined below.

1. Preliminary Review – Level One

Proposals will be reviewed to determine the completeness of required documentation (including compliance documents), whether minimum eligibility requirements have been met, and compliance with the City's Administrative and General Contracting Requirements. All forms will be reviewed for context and required signatures. The Zoo reserves the right to request additional information to clarify the content of a submitted proposal.

Proposers that fail to attend the mandatory site visit and/or submit complete required documentation and satisfactorily comply with the City's requirements may be deemed as non-responsive, eliminated from further consideration and will not proceed to the proposal evaluation process.

Failure of a Proposer to specifically respond to each RFP item, or any other information requested by the City, shall be grounds for rejecting that Proposer's proposal and may not proceed to a Level II review. Proposers that do not meet the requirements of the preliminary review will be notified in writing by email. Resubmissions will not be considered.

The City, at its option, may reject any and all proposals submitted in response to this RFP, or waive any informality in a proposal when to do so would be to the advantage to the City or its taxpayers.

2. Proposal Evaluation - Level Two

A Review Committee will be designated to evaluate/score the proposals. All eligible proposals shall be reviewed, scored, and ranked on the criteria outlined above.

A Level II review will focus on the qualifications provided by the Proposer on the required minimum work experience and the presentation of qualifications as outlined in Part III Section A, 1 – Technical Proposal of this RFP. All proposals submitted will be reviewed and if necessary, all references may be contacted to verify accuracy of information provided by the Proposer. During this time, the Review Committee will review all responsive proposals for their ability to achieve the outcomes described in Section II in this RFP.

The City reserves the right to verify information contained in the proposal. If the information cannot be verified, and if the errors are not willful, the City reserves the right to reduce the rating points or reject the proposal. Additionally, the Zoo reserves the right to consult with other City departments during the evaluation process.

As part of the evaluation of proposals, at the City's option, oral interviews with and/or presentations from some or all of the Proposers may be required. Proposers who are to be interviewed shall receive at least three business days advance notification to prepare for the interview. Upon indication, Proposers shall receive detailed interview/presentation instructions. No other interview dates will be provided, therefore, if a Proposer is unable to attend the interview during this time period, its proposal may be eliminated from further review. The interview will include a presentation by the Proposer, after which the Proposal Review Committee will ask questions related to the submitted proposal and qualifications.

D. Contract Award Process

After the evaluation of the proposals has been completed, the Proposal Review Committee will make a written recommendation to the Zoo Director to award a contract. The Zoo Director reserves the right to accept or reject the recommendation. The City will notify all Proposers by email whether or not their proposal was selected.

The Proposer to whom a contract is awarded shall be required to enter into a written contract with the City in a form approved by the City Attorney. The selected Contractor must abide by and conform with any and all applicable laws of the United States, State of California, and the City and County of Los Angeles, including but not limited to provisions of the Los Angeles City Charter and Administrative Code. This RFP and the proposal, or any part thereof, will be incorporated and made a part of the final contract. However, the City reserves the right to further negotiate the terms of the contract with the selected Proposer. All work assigned to the Proposer under a resulting contract will be subject to approvals from any elected or appointed authority, e.g., City Council, Mayor, and no minimum level of work or funding is guaranteed

The City reserves the right to verify the information received in the proposal. If a Proposer knowingly and willfully submits false information or data, the Zoo reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false statements or other data submitted in response to this RFP, the Zoo reserves the right to terminate the Contract.

E. Proposal Appeal Process

The City will notify all Proposers of the outcome status of their proposal submission by email and of their right to file an appeal, when applicable. Proposers may appeal procedural issues only. An appeal based on non-selection alone or disagreement with the selected recommendation or award of the contract is not sufficient grounds for an appeal. Written appeals may not include any new or additional information that was not submitted with the original proposal. Only one appeal per proposal will be permitted.

Any appeal must be submitted by email to the Chief Executive Officer & Zoo Director at lazoo.rfp@lacity.org within three (3) business days of the RFP status notification email date. The emailed appeal must use the subject line: APPEAL: Proposer's Company Name: RFP # 227935 On-Site Contract EMS Provider for the Los Angeles Zoo.

The procedure and time limits set forth in this paragraph are mandatory and are the Proposers' sole and exclusive remedy in the event of an appeal. Failure by a party originating an appeal to comply with these procedures shall constitute a waiver of any right to further pursue the appeal, including filing a Government Code claim or legal proceedings.

At a minimum, any written appeal document must include the following:

1. Name, address, and telephone number of the appealing party.
2. Name of RFP and RFP # 227935
3. Detailed narrative statement of the legal and/or factual grounds of the appeal, including copies of all relevant documents. The statement must also refer to the specific portion of the documents that form the basis of the appeal.
4. Request for a ruling from the Zoo.
5. Statement as to the form of relief requested.

Appeals may not be more than one (1) typewritten page. Appeals and attached documentation (if applicable) will only be accepted by email to lazoo.rfp@lacity.org in PDF format.

A panel will review any timely received appeals for this RFP and make a final determination for the appeal. The decision of the panel on the appeal will be final.

The Zoo Director will consider the Proposal Review Committee's recommendation for awarding a contract, together with all timely written appeals and other pertinent information, and will select the recommended Proposer to be awarded the contract. The Mayor will exercise final authority in the selection of the Contractor and allocation of funds to be awarded through this RFP.

The selected proposer will be identified on https://www.rampla.org/s/ after all the following: When the proposal appeal process, if any has been completed; after the award recommendation has been approved by the Mayor; and the contract has been executed. Automatic email notifications will be sent out by RAMP informing other bidders that an award has been made.

V. General City Reservations

A. Acceptance of Terms and Conditions

By submitting a proposal, Proposer represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the City and 's objectives.

Proposers understand and agree that submission of a proposal constitutes acknowledgement and acceptance of, and a willingness to comply with, all of the terms and conditions in this RFP. The terms and conditions included in this RFP shall be incorporated into the final contract. Proposers will be deemed to have read, understood and accepted those terms and conditions unless specific changes are requested in the conceptual proposal submitted and are accepted by the City.

B. Addendum(a)

The City reserves the right to issue addendum(a) to this RFP, which may add additional requirements which a proposal must meet to be considered responsive. All addenda will be posted on the RFP listing on the RAMP website at www.RAMPLA.org. It is the Proposer's responsibility to check RAMP for any and all addenda posted prior to the proposal deadline.

If the City determines that all proposers failed to submit requested information or adequately responded to the same RFP question or request for data, the City may, at its discretion, issue an RFP Addendum and provide all proposers with an opportunity to respond to the RFP question or requirement. Responses to RFP Addendum questions must be submitted in writing by the stated deadline; otherwise, the RFP response will be deemed non-responsive or evaluated without the benefit of the clarification requested.

C. In Writing

All proposals must be submitted in writing by email to lazoo.rfp@lacity.org and proposers shall complete and return all applicable documents including, but not limited to, written responses, questionnaires, forms, appendices, spreadsheets, and any electronic files. The City may deem a proposer non-responsive if the proposer fails to provide all required documentation, copies, or electronic files and will be eliminated from further consideration in the evaluation process.

D. Best Offer

The proposal shall include the Proposer's best terms and conditions. Submission of the proposal shall constitute a firm and fixed offer to the City that will remain open and valid for a minimum of two hundred forty (240) days from the submission deadline.

E. Authorized Signatures

Proposals must be signed by a duly authorized officer eligible to sign contract documents and authorized to bind the company to all commitments made in the proposal. A non-officer individual, with authority to bind the Proposer to a contract, is sufficient to sign all applicable documents for this RFP. Consortiums, joint ventures, or teams submitting proposals will not be considered responsive unless it is established that all contractual responsibility rests solely with one Proposer or one legal entity. The proposal must identify the responsible entity.

F. Information Requested and Not Furnished

The information requested and the manner of submission are essential to permit prompt evaluation of all proposals. Accordingly, the City reserves the right to declare as non-responsive and reject any proposals in which information is requested and is not furnished or when a direct or complete answer is not provided.

G. Alternatives

The Proposer shall not change any wording in the RFP or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the

proposal documents. Alternatives that do not substantially meet the City's requirements cannot be considered. Proposals offered subject to conditions and/or limitations may be rejected as non-responsive.

H. Proposal Errors

The Proposer is responsible for all errors or omissions incurred by Proposer in preparing the proposal. Proposer will not be allowed to alter proposal documents after the Proposal Submission Deadline, except as permitted by the City. The City reserves the right to make corrections or amendments due to errors identified in the proposal by the City or the Proposer. This type of correction or amendment will only be allowed for typographical errors, transposition, or other obvious error. Any changes will be date and time stamped and attached to the proposal. All changes must be coordinated in writing with, authorized by and made by the Contract Administrator through lazoo.rfp@lacity.org .

I. Proposal Clarification

The City reserves the right to request at any phase of the evaluation process that Proposers clarify information provided in RFP responses, including assumptions used in the RFP response. All clarifications must be coordinated in writing with, authorized by, and made by the Contract Administrator through lazoo.rfp@lacity.org . Clarifications must be submitted in writing by the requested deadline. Otherwise, the RFP response will be deemed non-responsive or evaluated without the benefit of the clarification requested.

If the City determines that all proposers failed to submit requested information or adequately responded to the same RFP question or request for data, the City may, at its discretion, issue an RFP Addendum and provide all proposers with an opportunity to respond to the RFP question. Responses to RFP Addendum questions must be submitted in writing by the stated deadline; otherwise, the RFP response will be deemed non-responsive or evaluated without the benefit of the clarification requested.

J. Waiver of Minor Administrative Irregularities

The City reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

K. Interpretation and Clarifications of RFP Requirements

The City will consider prospective recommendations or suggestions regarding any requirements 15 calendar days before the proposal due date. All recommendations or suggestions must be in writing and submitted to the Contract Administrator. The City reserves the right to change or amend any and all requirements of the RFP.

L. Withdrawal of Proposals

The Proposer may withdraw submitted proposal in writing by email to lazoo.rfp@lacity.org at any time prior to the specified bid deadline. Signed withdrawal requests on Proposer's letterhead may be attached to an email and sent to lazoo.rfp@lacity.org . The request should indicate the submission date of the proposal being withdrawn. After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the

specified proposal submission deadline. All proposals submitted and not withdrawn prior to the bid submission deadline shall represent the Proposer's fixed and firm offer and may not be withdrawn after the submission deadline for a period of two hundred forty (240) calendar days following the proposal due date.

Proposals must be reviewed and rated by the City as submitted. No changes or additions are allowed after the proposal deadline.

M. Selection of Contractor

The Proposer with the highest score based on the RFP criteria and that also satisfies all City contracting requirements will be recommended for selection. Selection is not restricted to the lowest offer or bid. Should contract negotiations not be successful with the selected Proposer, the City may, based on its exclusive discretion, negotiate with the next most qualified Proposer.

N. Rejection of Proposals

The City reserves the right to reject any or all proposals; to waive any minor informality in proposals received; to reject any unapproved alternate proposal(s); and reserves the right to reject the proposal of any proposer who has previously failed to perform competently in any prior business relationship with the City. The rejection of any or all proposals shall not render the City liable for costs or damages.

The City reserves the right to select proposers whose proposals, in the sole judgment of the City, best meet the needs of the City. The City shall have the right to request that Respondents provide additional information regarding any particular services or group(s) of services contained in their proposals, and to enter into negotiations with Respondents for said service(s). The City reserves the right to reject any or all proposals; to waive any non-material irregularities or informalities in proposals received; to reject any unapproved alternate or incomplete proposal(s), and reserves the right to reject the proposal of any proposer who has previously failed to perform competently in any prior business relationship with the City. The rejection of any or all proposals will not render the City liable for costs or damages.

If a Proposer knowingly and willfully submits false performance or other data, the City of Los Angeles reserves the right to reject that proposal. If it is determined that a contract was awarded because of false performance or other data in response to this RFP, the City reserves the right to terminate that contract.

Notwithstanding any other provision of this RFP, the City reserves the right to reject any or all proposals and to waive any informality in a proposal when to do so would be to the advantage of the City and its taxpayers.

O. RFP Withdrawal, Cancellation, Other Options

The City reserves the right to withdraw or cancel the RFP at any time if it deems such action necessary. If such action is taken, the City may re-issue the RFP. The City also reserves the right to contract with more than one respondent to this RFP. Furthermore, the City may

exercise its right not to select any proposer from this RFP, if it determines that there was no responsive proposer.

The City reserves the right to verify all information in the proposal. The City reserves the right to require a pre-award interview and site inspection.

P. Proposal Accuracy and Completeness

The proposal must set forth full, accurate, and complete information as required by this RFP. Unclear, incomplete, and/or inaccurate documentation, may not be considered for contract award.

Q. Property of City/Proprietary Material

The City of Los Angeles reserves the right to retain all submitted proposals and the proposals shall become the property of the City of Los Angeles and a matter of public record. Any department or agency of the City shall have the right to use any or all ideas presented in proposals submitted in response to this RFP without any change or limitation. Selection or rejection of a proposal does not affect this right.

All proposals submitted in response to this RFP will become the property of the City and subject to disclosure under the California Public Records Act (CPRA California Government Code Section 7920.000, et seq.). Proposers must identify all trade secrets or other proprietary information that the proposers claim is exempt from the Public Records Act. The City Attorney will make an independent determination regarding whether the identified information is disclosable.

In the event a Proposer claims such an exemption, the Proposer is required to state in the proposal the following: “The Proposer will indemnify the City and its officers, employees, and agents, and hold them harmless from any claim or liability and defend any action brought against them for their refusal to disclose copyrighted material, trade secrets or other proprietary information to any person making a request therefore.”

Failure to include such a statement shall constitute a waiver of a proposer’s right to exemption from this disclosure.

R. Copyrighted Material

Proposers must identify all copyrighted material, trade secrets, or other proprietary information that they claim are exempt from disclosure under the California Public Records Act (California Code Sections 7920.000, et seq.). In the event such an exemption is claimed, the Proposer shall state in the proposal that they will defend any action brought against the City for its refusal to disclose such material trade secrets, or other proprietary information to any party making a request therefore. Failure to include such a statement shall constitute a waiver of a Proposer’s right to exemption from disclosure. The City assumes no responsibility for disclosure or use of unmarked data for any purposes. Note that wholesale use of headers/footers bearing designations such as “confidential”, “proprietary”, or “trade secret” on all or nearly all of a proposal is not acceptable, and may be deemed by the City as a waiver of any exemption claim. The identification of exempt information must be more specific.

S. Confidentiality

All documents, records, and information provided by the City to the Contractor, or accessed or reviewed by the Contractor, during the performance of the services will remain the property of the City. All documents, records, and information provided by the City to the Contractor, or accessed or reviewed by the Contractor and any of its employees during the performance of services are confidential (from now on collectively referred to as "Confidential Information"). The Contractor agrees not to provide Confidential Information, nor disclose their content or any information contained in it, either orally or in writing, to any other person or entity. The Contractor agrees that all Confidential Information used or reviewed in connection with the Contractor work for the City will be used only to carry out City business and cannot be used for any other purpose. The Contractor will be responsible for protecting the confidentiality and maintaining the security of City documents and records in its possession.

Any Confidential Information provided by the City to the Contractor, or accessed or reviewed by Contractor, during the performance of services, will be made available to its employees, agents, and subcontractors only on a need to know basis. Further, the Contractor will provide written instructions to all of its employees, agents, and subcontractors, with access to the Confidential Information about the penalties for its unauthorized use or disclosure.

The Contractor must not remove Confidential Information or any other documents or information used or reviewed in connection with the Contractor's work for the City from City facilities without prior approval from the City. At no cost to the City the Contractor will, at the conclusion of services, or at the request of the City, promptly return in an organized manner that preserves and protects the documentation, any and all Confidential Information and all other written materials, notes, documents, or additional information obtained by the Contractor during the course of work under the contract. The Contractor will not make or retain copies of any such information, materials or documents. The Contractor and its employees, agents, and subcontractors may have access to confidential employee personnel information; misuse of such information may adversely affect the subject individual's privacy rights and may violate various federal and State statutes. The Contractor will implement reasonable and prudent measures to keep secure personal employee information accessed by its employees, agents, and subcontractors during the performance of services. The Contractor will advise its employees, agents, and subcontractors of this confidentiality requirement.

The Contractor shall disclose the intent to use any service provider outside the continental United States of America to handle any aspect of the work within the scope of services, and shall describe to the City's satisfaction the methods which will be used to protect the City's interests and confidentiality of City records and information in doing so. The City reserves the right to approve any such service provider throughout the term of the contract at its sole and absolute discretion.

Any breach of security that occurs through the Contractor's website, offices or network shall require Contractor to be responsible for notifying City and all applicants affected by such breach. Contractor shall also be responsible for all costs associated with such notification. The Contractor shall indemnify the City for any breaches of its security and the improper disclosure of confidential information.

T. Right to Reissue RFP or Sole Source

If an inadequate number of proposals is received or the proposals received are deemed non-responsive, not qualified, or not cost-effective, the City may, at its sole discretion, reissue the RFP or award a sole-source contract with a vendor. The award of the contract is subject to the successful negotiation of the terms and conditions of the contract.

U. Right to Extend Submission Deadline

The City reserves the right to extend the RFP submission deadline should such action be in the best interest of the City. In the event that the submission deadline is extended, proposers may revise previously submitted bids.

V. Right to Deny

The City will not fund any organization, regardless of the merits of the proposal submitted, which has a history of noncompliance with the City; poor past or current performance with the City; or current disputed or disallowed costs with the City.

W. Right to Withhold Business

The City reserves the right to withhold business with any selected Proposer for any reasons which include, but are not limited to, substantial staffing changes of a selected organization or individual that are unacceptable to the City.

X. Contract Terms

This RFP and all applicant proposals or any parts thereof may be incorporated into and made a part of any contract. The City reserves the right to further negotiate the terms of each contract with any selected Proposer.

Y. Negotiation Process

Proposers approved for funding shall be required to negotiate a contract with the City on an offer/counter-offer basis. The negotiation process shall be bound by the best terms and conditions originally offered by the Proposer in the proposal. The City of Los Angeles reserves the right to make contract awards contingent upon the satisfactory completion by the Proposer of certain special conditions. The contract offer of the City may contain additional terms or terms different from those set forth herein.

As part of the offer/counter-offer negotiation process, the City reserves the right to fund all or portions of a Proposer's proposal.

Z. Proposal Acceptance

Late proposals will not be considered for review and funding. The City reserves the right to determine the timeliness of all proposals submitted.

AA. Right to Terminate Contract

Any contract awarded pursuant to this RFP may be terminated by the City for its convenience effective as of any date, upon thirty (30) days prior written notification by the City to the successful Proposer.

BB. Government Taxation Forms

Within ten (10) business days of selection notification, the successful Proposer must submit the following three forms by email as part of the contracting process. The legal company name on the proposal must match what appears on all document submissions.

1. Completed (Form W-9) Internal Revenue Services (IRS) Request for Taxpayer Identification Number and Certification.

2. Evidence of having applied for, obtained, or renewed a City of Los Angeles Business Tax Registration Certificate (BTRC) and Vendor Registration Number. Contractor must have a clear account with no tax deficiencies with the City of Los Angeles Office of Finance.

3. California State Franchise Tax Board Withholding Exemption Certificate Form 587 https://www.ftb.ca.gov/forms/2022/2022-587-instructions.html, if the Proposer is located outside of California.

All taxes (federal, state, county, city and local), including possessory interest tax (if applicable), shall be the responsibility of Contractor. Moreover, any applicable assessments for taxable possessory interests assessed against Contractor during the Term shall be the responsibility of the Contractor and not deductible or off- set against any other amounts. Regardless of possessory interest applicability, this contract is not intended to and shall not be construed to vest in Contractor any title, estate, possessory interest, or property right in any properties or equipment of other Contractors or the City or in any part thereof, including without limitation the Premises and existing equipment, and of other or the City do not by this instrument relinquish, convey, or qualify in any degree its respective possession, title, control, or management of any of said properties or equipment

CC. California Business Requirements

1. Licenses and Permits. Contractor shall obtain and maintain in good standing, at its own cost, all legally required California state business permits and licenses, decrees, acts, orders, consents, licenses, certificates, and/or permits and insurance necessary to manage, operate, and provide such as, but not limited to: Sellers Permit from the State Board of Equalization, Secretary of State Registration, professional licenses, etc.

2. Payment for Permits and Licenses, Collection of Taxes. Operator shall pay all federal, state, and local licenses and permit fees and collect and pay for all sales, use and excise taxes relating to the provision of the Services.

VI. General Conditions

A. Pre-Award Negotiations

Before the award of the contract, the successful Proposer(s) may be required to attend negotiation meetings that will be scheduled at a later date. The intent of the meeting(s) will be to discuss and negotiate contract requirements, prices/premiums, service level agreements, detailed scope of work specifications, ordering, invoicing, delivery, receiving and payment procedures, etc. to ensure successful administration of the contract.

B. Execution of Contract

Unless otherwise stated, proposals submitted will be irrevocable for a period of 240 days following the proposal submission due date. A contract will be developed following action by the Zoo.

Any contract made under this RFP must be accepted in writing by the Proposer. If for any reason Proposer should fail to accept the contract in writing, then the Proposer may be deemed non-responsive and the City may commence contract negotiations with another proposer.

Please note that the City takes a legal approach whereby all contracts contain an order of precedence. In the event of an inconsistency between the provisions of the Contractor's documents and the City's documents, the City's documents take precedence concerning the resolution of the inconsistency

C. Amendments, Modifications and Change Orders

Any amendments, adjustments, alterations, additions, deletions, or modifications in the terms and conditions of the resultant contract must be made by written amendment or change order approved by the Contracting Authority/Department, the Contractor, and signed by the City Attorney. If the Contractor performs any modification without a written amendment/change order, the City will neither pay for nor be obligated to accept said modification.

D. Prime Contractor

The proposer awarded the contract must be the prime Contractor performing the primary functions of the contract. If any portion of the contract is to be subcontracted, it must be clearly outlined in the proposal document as to what part(s) are to be subcontracted, the reasons for subcontracting and a listing of subcontractors. The City reserves the right to reject any proposal wherein use of subcontractors significantly affects the ability of the Proposer to function as the prime Contractor on the awarded contract. The prime Contractor will at all times be responsible for the acts and errors or omissions of its Subcontractors or joint participants and persons directly or indirectly employed by them.

E. Subcontractors/Joint Ventures

Acceptance or rejection of a Proposer's request to use subcontractors is at the sole discretion of the City. With the written approval of the City, the Contractor may enter into subcontracts

and joint participation contracts with others for the performance of portions of the resultant contract.

The provisions of the resultant contract shall apply to all subcontractors in the same manner as to the Contractor. In particular, the City will not pay, even indirectly, the fees and expenses of subcontractors that do not conform to the limitations and documentation requirements of the resultant contract.

F. Copies of Subcontractor Contracts

Upon written request from the City, the Contractor shall supply the City with all subcontractor contracts.

G. Supplier Performance Feedback Meetings

The proposer awarded the resulting contract is required to attend periodic performance feedback meetings at the request of the Zoo. The meetings will be facilitated by the Zoo and will focus on the Contractor's and the City's performance in fulfilling the service level requirements contained in the contract. The meetings will provide a forum to informally discuss opportunities for improving contract terms and conditions, service level requirements, and cost reductions for both parties.

H. Replacement of Contractor's Staff

The City reserves the right to have the Contractor replace any contract personnel with equally or better-qualified staff upon providing written notice to the Contractor. Also, the City reserves the right to approve in advance any changes in personnel or levels of commitment by the Contractor to the scope of services.

I. Contractor's Address

The address given in proposal response will be considered the legal address of the Contractor and will be changed only by written notice to the City. The Contractor will supply an address to which certified mail can be delivered. The delivery of any communication to the Contractor personally, or to such address, or the depositing in the United States Mail, registered or certified with postage prepaid, addressed to the Contractor at such address, will constitute a legal service thereof. Also, telephone numbers, fax numbers, and e-mail addresses (if applicable) must be provided.

J. Term and Option to Renew

The term of any contract(s) established under this RFP shall be for the period identified in the RFP Introduction. The City reserves the right in its sole discretion to seek an extension of the term of the contract.

K. Governing Law

All matters relating to the formation, validity, construction, interpretation, performance, and enforcement of the RFP and the resultant contract, must comply with all applicable laws of the United States of America, the State of California and the City.

L. California State Sales Tax

Do not include California State sales tax in prices quoted unless otherwise requested. If requested, sales tax must be identified as being included in the pricing.

M. California State Board of Equalization Permit

If applicable to the service provided, the Proposer must include the company's State of California Board of Equalization permit number in the cover letter. If the company does not have this permit, the proposer must declare that the company has no California sales tax permit. If selected, the Proposer shall obtain a permit or submit its Exemption Certificate (Form 587) from the California Franchise Tax Board. https://www.ftb.ca.gov/forms/2022/2022-587-instructions.html

N. Federal Excise Taxes

The City is exempt from the payment of excise taxes imposed by the Federal Government. Such taxes must not be included in the proposed prices. The Department of General Services, upon request, will furnish Federal excise exemption certificates.

O. Periodic Independent Audit

The City reserves the right to assign an independent auditor to assess the quality of services being provided and the extent to which the Contractor and its subcontractors are conducting City business within generally accepted industry standard practices. Each Contractor will be required to cooperate fully with any external audit.

P. Financial Audit

Firms providing services to the City will be responsible for the verification of the legitimacy of payments made to service providers and their subcontractors. The City, therefore, reserves the right for the staff of its Office of the Controller or their designee to conduct audits of financial accountability procedures.

Q. Proposer Background Information

Proposers must submit contact information as requested in the Technical Proposal.

VII. Contractor Performance Evaluation Program

When the term of the contract under this RFP has concluded, the City will evaluate the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on specified criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the contract. A Contractor who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final City evaluation and allowed fourteen (14) calendar days to respond. The City will use the final City evaluation and

any response from the Contractor to evaluate Proposals and to conduct reference checks when awarding future service contracts.

VIII. Standard Provisions for City Contracts

The successful Proposer that is awarded the contract will be required to enter into a Personal Services Contract with the City, approved in form by the City Attorney. A copy of this RFP, the accepted proposal, and version of the Standard Provisions for City Contracts in place at the time of contract execution will form a part of the contract. These include applicable requirements for contractors to do business with the City, and documentation thereof, including but not limited to, evidence of insurance and requirements for a Business Tax Registration Certificate. A copy of the current version of the City's Standard Provisions for City Contracts is incorporated in this RFP for reference as Appendix 1.

For guidance and instruction on complying with the Standard Provisions, visit https://cao.lacity.gov/content/risk/Submitting_proof_of_Insurance.pdf

IX. Compliance Documents and City Contract Compliance Requirements

Compliance documents are required submissions by the City of Los Angeles. New compliance documents must be completed and submitted with the response to this RFP opportunity. Previous compliance document submittals and/or waivers do not apply.

For guidance on required documents to be submitted, see the Proposal Checklist (Section X). The Proposal Checklist indicates the submission format and which documents are required with the proposal submission (and, when applicable, prior to award).

Additional information regarding some compliance documents may be available from the City department websites indicated in the exhibit attachments. Exemptions from certain ordinances may also apply. The Zoo reserves the right to request additional information and/or clarification regarding submitted compliance documents during the evaluation process

Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to compliance with the Standard Provisions, all ordinances and requirements covered by the Appendices, and Exhibits.

APPENDICES

Appendix 1: Standard Provisions for City Contracts (Rev. 1/25) [v.2]
Appendix 2: EMT Scope of Practice, Department of Health Services, County of Los Angeles
Appendix 3: Paramedic Scope of Practice, Department of Health Services, County of Los Angeles
Appendix 4: Basic Life Support Ambulance Equipment, Department of Health Services, County of Los Angeles

EXHIBITS

Exhibit 1: Ethics Bidder Certification (CEC 50) (version February 2022)
Exhibit 2: Ethics Bidder Contributions (CEC 55) (version February 2022)
Exhibit 2B: Ethics Form CEC 55 Instructions

Exhibit 3: Non-Collusion Affidavit (**must be Notarized)**
Exhibit 4: Contractor Responsibility Ordinance (CRO) Questionnaire for Services
Exhibit 5: Contractor Location and Workforce (Los Angeles Residency) Information
Exhibit 6: Child Support Obligations Compliance
Exhibit 7: Iran Contracting Act
Exhibit 8: Living Wage Ordinance (LWO) and Service Contractor Worker Retention Ordinance (SCWRO)
Exhibit 9: Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO)
Exhibit 10: Proof of Submission of Disclosure Ordinances on RAMP: Slavery Disclosure Ordinance (SDO) / Disclosure of Border Wall Contracting Ordinance (DBWCO)
Exhibit 11: Local Business Preference Program (LBPP)
Exhibit 12: CRO Pledge of Compliance
Exhibit 13: American with Disabilities Act Compliance
Exhibit 14: Insurance Requirements
Exhibit 15: Los Angeles Business Tax Registration Certificate (BTRC)
Exhibit 16: Internal Revenue Service – W9 Requirement
Exhibit 17 Non-Discrimination / Equal Employment Opportunities (EEO) / Affirmative Action (AA)
Exhibit 18: Contractor Performance Evaluation Ordinance
Exhibit 19: Fair Chance Initiative for Hiring Ordinance (FCIHO)

X. Proposal Checklist

As part of the RFP process, all proposers are to review, complete, and submit the following proposal components and compliance documents listed in the checklist.

The submission MUST include all required proposal components and compliance documents **arranged in the sequence listed in the Proposal Checklist**. All Proposers shall complete and submit the Proposal Checklist found in the next page.

PROPOSAL CHECKLIST

PROPOSER'S NAME_____

This checklist must be completed and submitted with your proposal following the sequence below.

PROPOSAL COMPONENTS		Completed PDF attached	Completed on RAMP
Cover Letter (must be signed)		☐	
Technical Proposal		☐	
Attended MANDATORY site walk (to be verified by Department)		☐	
Attachment A: Cost and Pricing Plan		☐	
Attachment B: Additional Scope of Practice to be Provided		☐	
Attachment C: Limitations and Restriction of EMS Providers		☐	
Attachment D: Proposed Supply and Equipment List		☐	
SECTION I – Compliance Documents to be Submitted with Proposal by All Proposers Proposers are required to complete and **submit** the following documents **with their proposal response**.			
Exhibit 1	Bidder Certification CEC Form 50 (Municipal Lobbying Ordinance)	☐	
Exhibit 2	Prohibited Contributors (Bidders) CEC Form 55 (Campaign Finance Ordinance)	☐	
Exhibit 3	Non-Collusion Affidavit – **MUST BE NOTARIZED**	☐	
Exhibit 4	Contractor Responsibility Ordinance Questionnaire	☐	
Exhibit 5	Contractor Workforce Information Form (LA Residence Information)	☐	
Exhibit 6	Certification of Compliance with Child Support Obligations	☐	
Exhibit 7	Iran Contracting Act of 2010 Compliance Affidavit	☐	
Exhibit 8	Living Wage Ordinance (LWO) / Service Contractor Worker Retention Ordinance (SCWRO) **Submit LWO Compliance form if not applying for an exemption**.	☐	
SECTION II – Compliance Documents to be Completed and Submitted on RAMPLA.ORG. **Submit a PDF of the documents with the proposal.** Proposers are required to complete and submit the following documents **by the proposal due date.**			
Exhibit 9	Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO)	☐	☐
Exhibit 10	Disclosure Ordinances (Slavery and Border Wall Contracting)	☐	☐
Exhibit 11	Local Business Preference Program (LBPP) A submission is **ONLY** required if the proposer is participating in the Program. Submit proof of certification with the proposal.	☐	☐

THE FOLLOWING ARE ONLY REQUIRED FROM THE SELECTED CONTRACTOR. THESE FORMS ARE NOT REQUIRED WITH THE SUBMITTED PROPOSAL.

SECTION III – Required Documents Prior to Award of Contract Selected proposers for contract award are required to submit these documents **before the contract is executed.**	
Exhibit 12	Contractor Responsibility Ordinance Pledge of Compliance
Exhibit 13	Certification of Compliance with the Americans with Disabilities Act
Exhibit 14	Insurance Requirements: Workers' Compensation, General Liability, Auto Liability Proposer's insurance agent must submit Acord 25 Form to CAO Risk Management at https://kwikcomply.org. or https://cao.lacity.gov/content/risk/Submitting_proof_of_Insurance.pdf
Exhibit 15	City of Los Angeles Business Tax Registration Certificate (BTRC)
Exhibit 16	Internal Revenue Service (IRS) Form W-9

SECTION IV – City Contract Compliance Requirements Proposers are advised the following provisions will be part of the contract. No forms or documents are required to be submitted unless the selected proposer is requesting an exemption. Exemption forms (for Exhibits 17-19) must be submitted before the contract is executed.	
Exhibit 17	Nondiscrimination/Equal Employment Practices/Affirmative Action
Exhibit 18	Contractor Performance Evaluation Ordinance
Exhibit 19	Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance (Fair Chance Initiative for Hiring [FCIH])
Appendix 1	Standard Provisions for City Contracts

--- END OF DOCUMENT ---