



500 West Big Beaver  
Troy, MI 48084  
troymi.gov

## CITY COUNCIL AGENDA ITEM



Date: August 20, 2025

To: Frank A. Nastasi, City Manager

From: Robert J. Bruner, Deputy City Manager  
Chris Wilson, Assistant City Manager  
Robert Maleszyk, Chief Financial Officer  
Kyle Vieth, Controller  
Peter Hullinger, Fire Chief  
Mike Koehler, Deputy Fire Chief  
Mike Giorgi, Police Captain  
Emily Frontera, Purchasing Manager

Subject: Standard Purchasing Resolution 8: Best Value Award – Emergency Medical Services

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### History

On March 23, 1981, the City Council accepted a proposal from Suburban Ambulance Service (Suburban) to furnish Advanced Life Support and Transportation Services from the premises located at 5930 Livernois Road, with no cost to the City of Troy (Resolution #81-241). The City has been contracting with a third party for Emergency Medical Services (EMS) ever since. The City Council approved the most recent three-year agreement with Alliance Mobile Health (Alliance) on December 5, 2022 (Resolution #2022-12-180).

On November 20, 2023, the City Council approved an Agreement with Fitch and Associates (Resolution #2023-11-166-J-5). Fitch and Associates performed a comprehensive EMS feasibility study and delivered its findings and recommendations to the City Council on December 9, 2024. The study found that performance metrics were not being met, indicating the need for changes.

On December 11, 2023, the City Council approved an amendment to the agreement effective January 1, 2024 (Resolution #2023-12-177). Before that, the City did not pay any fee for ambulance service. Instead, the provider billed patients for ambulance services. Those costs are often covered by Medicare and/or private medical insurance.

On March 10, 2025, the City Council held a special meeting regarding EMS. City management identified three options for proceeding when the current EMS agreements expire on December 31, 2025, and sought the City Council's guidance on the best course of action. City staff prepared for the continued public subsidy of private service provision by preparing a new RFP.



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### Purchasing

- On May 16, 2025, a Request for Proposal for Emergency Medical Services was issued and posted on Bidnet Direct/MITN Purchasing Group website; [www.bidnetdirect.com/city-of-troy](http://www.bidnetdirect.com/city-of-troy). Two hundred sixty-nine (269) vendors were notified of this bid opportunity. Below is a summary of potential companies:

Companies notified via MITN	269
Troy Companies notified via MITN	2
Troy Companies - Active email Notification	2
Troy Companies - Active Free	0
Companies that viewed the bid	38
Troy Companies that viewed the bid	0

**MITN** provides a resourceful online platform to streamline the procurement process, reduce costs, and make it easier and more transparent for vendors to do business with the City of Troy.

**Active MITN** members with a current membership and paying annual dues receive automatic electronic notification which allows instant access to Bids, and Quote opportunities with the City.

**Active MITN non-paying members** are responsible to monitor and check the MITN website for opportunities to do business with the City.

**Inactive MITN member** status can occur when a company does not renew their account upon expiration. Inactive members cannot be notified of solicitations or access any bid information.

- May 22, 2025, a Mandatory Pre-Proposal meeting was held at Troy City Hall. The RFP submittal requirements, scope of work, operational requirements, alternate proposal options and project timeline were reviewed. Clarifications were discussed and questions answered which resulted in the issuance of an Addendum summarizing the meeting. Five (5) companies attended the Pre-Proposal meeting as listed below:

AmeriPro Health EMS  
Universal Macomb Ambulance  
LifeLine Ambulance  
Star EMS  
Medstar Ambulance

Romulus, MI  
Sterling Heights, MI  
Lincoln Park, MI  
Pontiac, MI  
Clinton Township, MI

- June 12, 2025, a bid opening was conducted as required by City Charter and Code for Emergency Medical Ambulance Services. Proposals were submitted electronically on the MITN site and only the names of the companies were read. One (1) bid proposal was received.

Star EMS  
AmeriPro EMS of Michigan LLC

Pontiac, MI  
Atlanta, GA (No bid response)

- Committee Members from the Fire and Police Departments reviewed and evaluated the proposal.
- The Committee Members were as follows:
  - Peter Hullinger, Fire Chief
  - Bob Bruner, Deputy City Manager
  - Michael T Koehler, Deputy Fire Chief
  - Michael Villerot, Police Lieutenant
  - Michael Giorgi, Police Captain
  - Sam Kalef, Communications Manager
- The Selection Committee completed an in-depth review of Star EMS's proposal. Evaluation criteria included experience, knowledge, company and personnel qualifications, work plan, answers to questionnaire and overall ability of the company to meet the City's operational requirements.



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### **Purchasing (continued)**

- Committee Members interviewed Star's management team on June 25, 2025 and also conducted a site visit on August 6, 2025.
- Based on the proposal evaluation, interview, site visit and pricing, the Selection Committee, in the best interest of the City, unanimously recommends awarding a contract to the sole proposer, *Star EMS of Pontiac MI* as a best value award.
- Star's references were checked and the Bid Tabulation is attached.

### **Financial**

Funds are budgeted and available in the General Fund for the Fire Department for the 2026 fiscal year under account number 101.336.338.802.010 Fire Operations Contractual Services 1<sup>st</sup> Responder.

### **Recommendation**

City Management recommends awarding a two (2) year contract with the option to renew annually for three (3) additional years to provide Emergency Medical Services for the City of Troy to the sole bidder, *Star EMS of Pontiac, MI*, as a result of a best value process, for a total estimated not to exceed amount of \$771,144.00 for year 1 and \$794,268.00 for year 2, as contained in the bid tabulation opened on June 12, 2025. The award is contingent upon the Firm's submission of properly executed bid documents including insurance certificates and all specified requirements.

VENDOR NAME: Star EMS  
CITY: Pontiac, MI

**PROPOSAL: TO PROVIDE EMERGENCY MEDICAL AND ADVANCED LIFE SUPPORT AMBULANCE SERVICES (ALS) for the City of Troy for 2 YEARS with an OPTION TO RENEW FOR 3 1-YEAR TERMS**

**PROPOSED PRICING:**

**A. ADVANCED LIFE SUPPORT AMBULANCE AND RELATED SERVICES**

Provide advanced life support ambulance and related services at a Minimum Response Time Standard of 6 minutes 00 seconds for 90% of emergency responses, 24 hours, 7 days, 365 days a year. Services shall include the following dedicated vehicles: 5 ALS 7am – 7 pm and 4 ALS 7 pm – 7am.

	# of Ambulances	Hourly Schedule	Cost Per Month
Year 1	5 - Advanced Life Support 4 - Advanced Life Support	7am - 7pm 7pm - 7am	\$64,262.00
Year 2	5 - Advanced Life Support 4 - Advanced Life Support	7am - 7pm 7pm - 7am	\$66,189.00
Total Annual Cost Year 1:			\$771,144.00
Total Annual Cost Year 2:			\$794,268.00
TOTAL ADVANCED LIFE SUPPORT AMBULANCE & RELATED SERVICES COST (Year 1 & 2):			\$1,565,412.00

**B. ALTERNATE PROPOSALS**

**Option 1: PERFORMANCED BASED PROPOSAL**

Provide an ALS service model and related services to meet the required 6-minute response time for 90% of all emergency calls, 24 hours a day, 7 days a week, 365 days a year. Proposer shall include details and methodology for this performance-based service model.

Year 1 (Monthly Cost)	\$24,328.00
Year 2 (Monthly Cost)	\$25,058.00
Total Annual Cost Year 1:	\$291,936.00
Total Annual Cost Year 2:	\$300,696.00
TOTAL PERFORMANCED BASED PROPOSAL (Year 1 & 2):	\$592,632.00

**Model Details:**

Rather than stationing five dedicated ambulances in the City of Troy at all times, Star EMS will use a fleet-based system status management (SSM) approach, which allows for the allocation of available resources based on: Real-time call demand, Historical response data, Time-of-day and day-of-week trends, Unit availability and proximity. This approach ensures ALS resources from our system-wide fleet, without requiring fixed, dedicated units that may sit idle during lower demand periods.

**Option 2: INNOVATIVE SYSTEM MODEL**

Customized Emergency Medical and Transportation Service Model that may include ALS, BLS and First Responder services and any combination thereof, recommended by the firm that at a minimum can meet the City's Response Time Requirement of 6 minutes 00 seconds for 90% of emergency responses. Include all details explaining the workflow, anticipated hours and deployment of this model.

Year 1 (Monthly Cost)	\$24,328.00
Year 2 (Monthly Cost)	\$25,058.00
Total Annual Cost Year 1:	\$291,936.00
Total Annual Cost Year 2:	\$300,696.00
TOTAL INNOVATIVE SYSTEM MODEL (Year 1 & 2):	\$592,632.00

**Model Details:**

A customized, performance-based EMS delivery system designed to meet or exceed the City of Troy's 6-minute response time through a flexible, tiered response model that efficiently leverages ALS, BLS, and first responder units. Low-acuity may be assigned to BLS units based on EMD triage, optimizing ALS availability for high-acuity calls.

**C. ADDITIONAL CHARGES**

1. BLOOD DRAWS requested by Troy Police Dept.	\$100/Each		
2. AMBULANCE USER FEE SCHEDULE attached & labeled:	Charge Code	Level of Care	Fee Screen
	AO433	ALS-EMERG II	\$1,250.00
	AO427	ALS-EMERG	\$1,000.00
	AO426	ALS-NON EMERG	\$1,000.00
	AO429	BLS-EMERG	\$850.00
	AO428	BLS-NON EMERG	\$850.00
	AO425	MILEAGE	\$18.00

Vendor Questionnaire Provided:	Y or N	Y
Renewal Section Signed:	Y or N	Y
Indemnification/Hold Harmless Clause Signed:	Y or N	Y
References:	Y or N	Y
Terms:	Y or N	Not Specified
Attended Mandatory Pre-Proposal Meeting:	Y or N	Y
Exceptions:		None
Signed Acknowledgement:	Y or N	Y
Signed Addendum:	Y or N	Y
Forms:	Y or N	Y

**ATTEST:**

(\*Bid Opening conducted via a Zoom Meeting)

Pete Hullinger  
Mike Koehler  
Andrew Chambliss  
Nellie Bert  
Dina Gates

No Bid: AmeriPro EMS of Michigan LLC

Emily Frontera  
Purchasing Manager