



OFFICE OF THE CITY AUDITOR COLORADO SPRINGS, COLORADO

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20-11 City of Colorado Springs Ambulance Transport Contract RFP Process Review

April 2020

Purpose

The purpose of this audit was to observe the request for proposal (RFP) process and contract issuance for ambulance transport services to determine compliance with the City of Colorado Springs procurement policy.

Highlights

We conclude that the RFP process was conducted in compliance with City procurement policies and procedures to ensure a competitive process. Representatives from the Office of the City Auditor observed all phases of the RFP and negotiation process for ambulance transport services.

The City of Colorado Springs issued an RFP for ambulance transport services on April 8, 2019. The RFP was made available through the Rocky Mountain E-Purchasing System for responses from prospective providers. In addition to accepting proposals from external suppliers, the Colorado Springs Fire Department (CSFD) also submitted a proposal for ambulance transport services.

The RFP evaluation team assessed the responses to the RFP and selected a preferred supplier to begin negotiation. The evaluation team was comprised of representatives from the community including individuals from area hospital systems. Additionally, the evaluation team included subject matter experts from the City Human Resources, Legal, and Finance functions. We noted that CSFD personnel responsible for preparing the insource bid submitted by CSFD were not assigned to the RFP evaluation team.

The City's negotiation team initially met with representatives from the preferred supplier on September 30, 2019 to begin negotiating contract requirements. The negotiation team was unable to reach an agreement on contract terms and negotiations were discontinued.

Subsequently, the City's negotiation team met with the second highest rated provider on October 30, 2019 to initiate contract negotiations. Negotiations continued through February 2020. The City reached agreement on contract terms and signed a five year contract on March 12, 2020 for services effective April 1, 2020.

This audit was conducted in conformance with the International Standards for the Professional Practice of Internal Auditing, a part of the Professional Practices Framework promulgated by the Institute of Internal Auditors.