



The City of **WORCESTER**

Administration & Finance – Purchasing Division
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July 30, 2025

To All Bidders:

Subject: **Bid No. 8487-W6, Consultant – EMS Study / WFD**

ADDENDUM NO. 1

To Whom It May Concern:

With reference to our bid request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

- **PLEASE SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM CITY**
- Who is the dispatch agency for EMS calls in Worcester, and will they be able to share incident level dispatch data for the past year or two?
Answer: Worcester Regional Emergency Communications (City Department) is responsible for dispatching city assets (police & fire). UMASS Hospital has its own dispatch. 911 Calls for EMS are transferred to UMASS dispatch for EMD and UMASS dispatches its units and other contracted or mutual aid EA's if needed. The city will be able to provide incident level dispatch data for any calls that one or both city agencies responded to.
- Will revenue cycle data be available from UMASS for financial evaluation?
Answer: UMASS has agreed to cooperate with the selected vendor. UMASS will require non-disclosure agreements for any information shared with the selected vendor. The city cannot compel UMASS to share information.
- Does the city have a planned budget for this engagement?
Answer: The City does not provide budget information with its RFPs
- What role does Worcester Fire Department currently have in EMS responses for the city, and does the fire department have interest in expanding their role?
Answer: The Worcester Fire Department currently responds to all priority one and two medical calls and other calls as requested. All our responders are trained to the EFR level, and we have medical direction from an emergency room physician at UMASS. One of the purposes of this study is to determine what is the right response model to serve the community the best in a sustainable manner over time. The fire department will not comment on the department's interests to ensure that the city receives unbiased recommendations.

Proposers are requested to acknowledge and/or include this addendum with submission. All other terms, conditions, and specifications remain unchanged.

Christopher J. Gagliastro
Purchasing Director