



DRIVEN BY EXCELLENCE  
BUILT WITH INTEGRITY  
PROUD TO BE ACTION

August 31, 2023

Chief Chris Knutsen  
Plaistow Fire Department  
Town of Plaistow  
145 Main Street  
Plaistow, NH 03865

Dear Chief Knutsen:

On behalf of all of us at Action Ambulance Service, Inc., thank you for the opportunity to propose Emergency Ambulance Services to the Town of Plaistow. We believe Plaistow and its residents and visitors deserve an ambulance provider that understands the Town's unique needs and has the capabilities to provide timely, reliable, and expert emergency ambulance services. Proudly, this proposal is our commitment to become Plaistow's next Paramedic Ambulance Transport Service.

In 2023, Action Ambulance will celebrate its 46th year of providing expert emergent and non-emergent medical transportation services to communities and healthcare facilities throughout New England. **As you may know, Action is the trusted Advanced Life Support ambulance provider to the towns of Ossipee, Effingham, Freedom, Madison, Tamworth, Eaton, and North Conway as well as 11 other communities throughout Massachusetts thanks to our strong local presence and consistent high level of service.** From our established Eastern Massachusetts operations, Plaistow can count on rapid backup services to supplement the dedicated ambulance.

As the healthcare landscape continues to evolve, Action remains family-owned and true to its core principles of customer loyalty and integrity. Our corporate headquarters, Educational Institute, Communications/Call Center, and main ambulance hub are located in a new, modern facility in Wilmington, MA. Our recently established New Hampshire education center in Tamworth keeps our personnel up to date on the latest techniques and provides all the recertification resources necessary to retain their certifications. These tremendous education resources would also be made available to all of Plaistow's first responders as part of our commitment to the Town.

Action's fully accredited training institute, now known as the New England Institute for Pre-hospital Medicine (NEIPM) provides both online and in-person EMT, First Responder and continuing education and recertification training for all of our EMS partner communities. Plaistow's first responders will be able to recertify with ease while staying current with all protocols and treatments. **Additionally, coming in October, 2023, NEIPM will welcome its first cohort of Paramedic students.**

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WILMINGTON, MA 01887-3413  
PHONE: (978) 253-2600  
WWW.ACTIONAMBULANCE.COM







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While no company is immune to the national and international EMS staffing crisis, no one does more to recruit and retain quality personnel than Action Ambulance. On top of a highly competitive compensation and benefits package, Action highly prioritizes crew engagement, offers real career paths, and encourages employee involvement. Our new employee pipeline in New Hampshire remains robust and ***it's no wonder why so many of our nearly 200 Paramedics and EMTs have been with us for more than ten years.***

Action believes that a service provider is only as good as the performance it can deliver. While our competitors will promise strong performance, Action's response times, clinical expertise, and ability to provide mutual aid in addition to the dedicated ambulances is both proven and reliable. Easily and accurately measuring and monitoring this performance and sharing this data is key to a strong, long-term relationship. Action will provide monthly performance data reports customized to meet the Town's requirements. We believe constant and consistent communication is the key to maintaining good customer relations.

Finally, Action Ambulance is also an award-winning company as the only ambulance service in the United States to be recognized four distinct times by organizations that oversee standards as set forth by the Malcom Baldrige Performance Excellence Program.

Once again, we are grateful for the opportunity to propose Emergency Ambulance Services and begin a long-standing partnership with the Town of Plaistow. Given our experience, service history, strong customer relationships, large local presence, and proven performance in the community, we believe that Action Ambulance is the clear choice to become your paramedic transport ambulance provider.

**As requested in your RFP specifications, Action has determined the total cost of the system for the 1-year contractual period to be \$1,348,517.00.** The following page is a detailed cost breakdown so you can easily determine how the expenses are allocated.

Please do not hesitate to contact us if you have any questions or require any further information.

Sincerely,

Michael Woronka President and CEO  
[mworonka@actionems.com](mailto:mworonka@actionems.com)  
(978) 253-2606



|                                     | Paramedic/Paramedic Staffing | Paramedic/Basic Staffing |
|-------------------------------------|------------------------------|--------------------------|
|                                     | 24/7 PP                      | 24/7 PB                  |
| Straight time                       | \$436,800                    | \$366,912                |
| Overtime                            | \$196,360                    | \$165,110                |
| Benefits                            | \$133,865                    | \$112,247                |
| <b>Total Labor</b>                  | <b>\$767,025</b>             | <b>\$644,269</b>         |
| Full Time Employee Clause           | \$26,000                     | \$26,000                 |
| Vehicle acquisition costs (5 Years) | \$45,547                     | \$45,547                 |
| Rent                                | \$60,000                     | \$60,000                 |
| Utilities                           | \$12,198                     | \$12,198                 |
| Gas, Tolls                          | \$40,396                     | \$40,396                 |
| Medical supplies                    | \$23,038                     | \$23,038                 |
| Vehicle repairs & maintenance       | \$11,670                     | \$11,670                 |
| Vehicle insurance                   | \$5,000                      | \$5,000                  |
| Uniforms                            | \$3,962                      | \$3,962                  |
| Overhead allocation                 | \$255,437                    | \$255,437                |
| Additional umbrella coverage        | \$100,000                    | \$100,000                |
| Special Event Dedication            | \$15,000                     | \$15,000                 |
| Snow Equipment                      | \$6,000                      | \$6,000                  |
| PALS                                | \$8,000                      | \$4,000                  |
| PHTLS                               | \$8,000                      | \$8,000                  |
| TCCC                                | \$8,000                      | \$8,000                  |
| Penalty Clause                      | \$80,000                     | \$80,000                 |
| <b>Total</b>                        | <b>\$1,475,273</b>           | <b>\$1,348,517</b>       |

#### Section 401:e Revenue Control Factor

The Town of Plaistow will have to guarantee the full cost of the system given Section 401:e of the RFP. This will significantly limit revenue that can be collected in the system. There are several additional revenue items that are considered permissible within usual and customary ambulance billing processes which the Town has decided to specifically exclude. The Town can elect to support the system with taxpayer dollars or allow for the system to maximize ambulance related revenue.





# TOWN OF PLAISTOW

## Fire Department



27 Elm Street  
Plaistow, NH 03865

Phone: (603) 382-5012  
Fax: (603) 382-7913

Chris Knutsen  
Fire Chief

By submission of this PROPOSAL, each SUBMITTER certifies, and in the case of a joint PROPOSAL, each party thereto certifies as to his own organization, that the PROPOSAL has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this PROPOSAL with any other SUBMITTER or with any competitor.

SUBMITTER understands that the TOWN reserves the right to reject any or all proposals and to waive any informalities.

The undersigned hereby certifies under the penalties of perjury that this Proposal is in all respects bona fide, fair, and made without collusion or fraud with any other person. As used in this section the word "person" shall mean any natural person, joint venture, partnership, corporation, or other business or legal entity. The undersigned further certifies under penalty of perjury that the said undersigned is not presently debarred from doing public work within the State under the provisions of applicable debarment provisions of State Laws or any rule or requisition promulgated hereunder.

04-2614116

Social Security Number or  
Federal Identification Number

Legal Name of Company: Action Ambulance Service, Inc.

Certifying Official (printed name): Michael Woronka

Certifying Official (signature):

Certifying Official Title: President and CEO

Postal Mailing Address: 1 Jewel Drive, Building 3, Wilmington, MA 01887

Email Address: MWoronka@ActionAmbulance.com

Telephone: (978) 253-2606

☒ Office or ☐ Mobile (circle one)