

SAN JOAQUIN EMERGENCY AMBULANCE RFP COMMENTS/REQUESTS

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
1. / COS AMR	11/2.1	<p>Section 4[2], Part 2.1 "Notice to Bidders" states: "<i>Any subcontracts for essential services, as described in the RFP, between the bidder and separate entities must be pre-approved in writing by the County and shall be described within the proposals.</i>" Please describe, in detail with timelines, the processes for pre-approval of subcontractors. Does this include partnerships in which both entities will be providing services but a contractor will be the single entity assuming responsibility for the contract?</p> <p>-----</p> <p>At which point in the RFP process does the EMS Agency wish to have subcontracts submitted for pre-approval?</p>	<p>This language applies only where subcontracting is proposed. A single entity assuming responsibility for the contract does not require approval of the subcontracts by the County.</p> <p>Regarding a detailed timeline for subcontract approval by the County, it is expected that the negotiated contract be included in the proposal. County approval of the subcontract would occur prior to finalization of the contract with the winning bidder and the County.</p>
2./ AMR	11/2.2	<p><i>"Except as noted in Section 2.3, below, bidders may not contact the San Joaquin County EMS Agency or its staff, the County's consultants, the San Joaquin County Health Care Services Director, the San Joaquin County Administrator or County Board of Supervisors or their staff regarding anything related to this RFP."</i></p> <p>It has come to AMR's attention that a potential bidder is actively meeting with, and requesting that members of the local building development community use their influence with members of the Board of Supervisors to gain support for the proposal of this potential bidder.</p> <p>Give the County policymakers' stated desire to remove politics from the RFP process, is such activity a violation of the RFP contact restrictions outlined in Section 2.2 of the RFP?</p>	<p>As stated in Section 2.2 of the RFP: <i>Violation of this requirement may lead to the bidder's disqualification.</i></p> <p>Bidders with information regarding violations of this section should submit such information to the EMS Administrator for evaluation.</p>

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
		To ensure the County's intent is clear to all bidders – is it a violation of the RFP contacts restriction (Section 2.2) for a bidder to ask any person or entity to contact or influence the selection panel, County officials or any of the parties identified in Section 2.2 regarding anything related to this RFP?	
3./ COS	12, 15	Will proposals be released for public review prior to either the oral presentations to the RFP Selection Committee or after the RFP Selection Committee's final recommendation?	Page 15 of the RFP states: "Opening of proposals shall be public and witnessed by at least two people. These openings will occur 30 minutes after the deadline at the same location specified for delivery." Once open, these documents are public. As described on page 12 of the RFP, there are specific exceptions to the Public Records Act and the bidder may define some of the proposal as confidential. However the County will not seek a judicial determination of any asserted right of confidentiality that may exist. The County will not make that assertion on behalf of the bidder. Absent a judicial determination that the documents are exempt from disclosure, they will be subject to inspection.
4./ AMR PMT	13/2.5	<p><i>"Organizations that desire to submit a proposal under this RFP must submit a proposal fee of \$3,600. The fee must be received no later than August 18, 2005 at 12:00 p.m."</i></p> <p>If the bidder wishes to submit proposals for one, two, or three zones in any combination, is a separate \$3,600 fee required for each proposal?</p> <p>- - - - -</p> <p>If multiple master binders and multiple 15 copies per</p>	No.

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
		required for the submission of proposals with multiple combinations of zones, does a proposer also need to submit additional \$3,600 proposal fee with each proposed multiple combination zone binder set submitted?	
5./ AMR	15/2.7 B	<p><i>“This RFP seeks proposals for ambulance service to Zones A, B, and C (Attachment M). Bidders may bid on one, two, or three zones in any combination. If the bidder submits more than one proposal (either for separate zones or separate combinations of zones), any differences in the services proposed or the level of commitment should be clearly identified.”</i></p> <p>If the bidder wishes to submit proposals for one, two, or three zones in any combination, is a separate proposal bond required for each proposal?</p>	No.
6./ PMT	15 2.8	If a proposer intends to submit proposals for multiple combinations of zones, does a proposer need to submit separate master proposal binders with multiple associated 15 copies per master binder submitted for each set of proposed combination of zones or can proposers submit proposals for multiple zone combinations I one master proposal binder with one set of associated 15 copies so long as all differences between multiple combinations of zone proposals are clearly identified within the single submitted proposal?	<p>Multiple proposals may be included within the master proposal binder; however it is up to the bidder to clearly identify the required information by zone or combination of zone.</p> <p><i>“One original, identified as the “master” and containing original signatures, with 20 copies of the proposal and the Proposal Bond of \$50,000 must be submitted to later than September 22, 2005 at 12:00 p.m. to:...”</i></p>
7./ PMT	15	Will the County consider adding a provision to the proposer’s bond submission requirements that provides that the County will return a proposers’ bond after six months of receipt if no selection is made within that timeframe?	<p>Yes, see change below.</p> <p><i>“A Proposal Bond must accompany each proposal. The amount of the bond is \$50,000. The County will return the bond to any unsuccessful bidder within ten business days</i></p>

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
			<i>following final approval of the contract with the winning bidders(s) or the County will return the bond after six months of receipt if there is no approved contract.</i>
8./ PMT	15	Will the County consider approving a bidder's bond in the form of an irrevocable Letter of Credit from a bank or other financial institution?	Yes.
9./ COS	16	Can oral presentations to the RFP Selection Committee be recorded (video or audio) for public record?	It is not the intent of the Proposal Review Committee to record these presentations. If the bidder wishes to record their own presentation, the equipment must be set up in the 15 minutes given for presentation set up and must be removed from the room in the 15 minutes given for breakdown. In addition, since the space available is limited, the number of people allowed at the presentation is three.
37./ MDA	17 2.13	The purpose of having to be accredited by CAAS?	CAAS provides the County a neutral source of information for renewal of contract.
10./ AMR	19/3.1- 3.2	<p><i>“Credentials will be used to determine: Analogous Experience...Regulatory Compliance and Litigation...Financial Stability.”</i></p> <p>We seek clarification on the County's requirement for disclosure for national multi-site operations. As “American Medical Response West a California corporation” (Northern California service area) will be AMR's bidding entity, may all disclosure for Sections 3 – Credentials be limited to AMR West's activity or does the County wish to review all activity for all AMR business units throughout the United States?</p>	Disclosure is expected for the legal entity that is bidding.
11./ AMR	19/3.2 B	<i>“Provide a list or table of every community your organization currently serves and every community it previously served”.</i>	At least five (5) years.

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
MDA		when dispatcher has sufficient information to initiate a response. Does this mean when we are toned out and actually given the call?	call is considered "received" at the time that the dispatcher has received sufficient information from the reporting party (including a PSAP) to initiate the response.
15./ AMR	25 4.2.1.E	<p><i>"...if a response is canceled, or downgraded to a lower priority, financial penalties may be assessed if the response-time standard was exceeded at the time of cancellation or downgrade"</i></p> <p>Is it the intent of the County to include all calls (i.e., total real demand for services) inclusive of calls eventually cancelled, in the universe of calls utilized to determine response time compliance? Specifically, will "all calls received" (the denominator in the response time calculation) include calls that are eventually cancelled?</p>	All calls received, including calls that are eventually canceled.
16./ AMR	25 4.2.1. H	<p><i>"Each time that Code-3 responses for a response time compliance area are calculated at less than 90% of the response time standard for the previous rolling 30-day period, Contractor will pay County \$5,000. However, Contractor will only be required to pay this amount once for each response time compliance area within a single 30-day period."</i></p> <p>Please further define the intent of the County with regard to the time period for measurement of response time compliance (e.g., calendar month, rolling 30-day period starting on the first day of the contract, and/or other).</p>	The intent is for consistency in deployment. While the \$10.00 per minute will be imposed monthly, the 90% compliance standard can be assessed beginning on any 30-day period.
17./ AMR	28 4.2.2	<i>"The Contractor may operate its own dispatch system, contract with an existing dispatch center, or join with other providers to operate a dispatch system. If the Contractor utilizes dispatch services provided by another organization, it must have a written contract for the service. Any</i>	See response #1.

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		<p><i>subcontracts for essential services, as described in the RFP, between the bidder and separate entities must be pre-approved in writing by the County and shall be described within the proposals.</i></p> <p>If the bidder intends to subcontract dispatch services is "prior approval" required before submission of the proposal?</p>	
18./ MDA	28	Please, explain Systematized-coding protocols.	It is explained in the bullet: Systematized coding protocols are protocols that allow the agency to match the dispatcher's evaluation of the injury or illness severity with the vehicle response (emergency and/or non-emergency).
19./ COS	29	Section 4, Part 2.2 Paragraph B describes, "...developed radio sites..." Can you provide more detail as to what is offered with/at these sites?	
20./ MDA	28/29	Does Stockton Fire Dispatch currently meet all the requirements of this RFP?	Unknown at this time.
21./ COS	30	Section 4, Part 2.3 states that license and vehicle identification numbers should be provided for vehicles that are proposed for use in the performance of the contract. Since the purchase of new vehicles is not required until after the award of a County contract, are the license and vehicle identification numbers required for submission within the proposal?	No license and vehicle identification numbers are required to be submitted with the proposal. The paragraph is contract language for the winning bidder.
22./ AMR	30 4.2.3.B	<p><i>Every ambulance shall include the ability to communicate at all times and locations with the Contractor's dispatch center, base hospitals, other hospitals, fire agencies, and public safety agencies.</i></p> <p>Please clarify which agencies would fall under the heading of "public safety". What level of communication technology</p>	"Public Safety" agencies are those agencies normally responding to a medical emergency. We expect the bidders to describe the communications technology they are proposing.

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
		is required with these various entities?	
23./ AMR	34 4.3.1. C	<p><i>“At least one field supervisor with medical emergency experience will be on duty or on call at all times to oversee and provide support to field personnel.”</i></p> <p>Does the County require one 24-hour field supervisor per zone or one 24-hour field supervisor operating throughout the system if a proposer is awarded multiple zones?</p>	The County requires enough personnel to accomplish the field supervision role.
24./ AMR	39 4.5.1	<p><i>“The contractor will be required to submit the required data elements in a digital format that allows direct import into the County’s database”</i></p> <p>Please clarify what type of “digital format” is required by the County.</p> <p>Please provide specifications for the County’s database and its requirements.</p>	Generally, any ASCHI equivalent quote and comma delimited format would be acceptable. Please refer to EMS Policy No. 6301 for the minimum list of data fields.
25./ AMR	40 4.5.1	<p><i>“Minimum Requirement: Utilize a system that allows for timely transmission of required data elements to the County allowing full integration of data, Countywide.”</i></p> <p>Is it the intent of the County to have the successful bidder provide the ability to integrate all data throughout the County, including areas outside the zones bid on in this RFO and/or zones not successfully bid on by a given provider?</p>	No.
26./ MDA	40 4.5.2	What is the purpose of providing a list of dispatchers monthly? Could we just send you new hires with their certifications?	This requirement is that the information shall be updated at least monthly, if there are any changes to the list.
27./ MDA	41 4.5.3	Regarding PCR left @ the hospital before leaving. This will delay units returning to their respective zones and could hurt zone coverage. Would you consider and abbreviated	Yes, the RFP states: <i>“The Contractor shall provide documentation as approved by the EMS Medical Director to hospital personnel prior to</i>

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		PCR form left @ the hospital followed by a faxed PCR with in 24 hours? [sic]	<i>leaving the facility.</i> "
28./ AMR	42 4.6.1	<p><i>"To fulfill this requirement, the bidder shall provide complete information on the full costs of its proposed service. ... 'Full Cost' shall mean all costs attributable to the provision of service."</i></p> <p>Would all costs attributable to the provision of service, as represented in the RFP, include costs related to staff support, administrative overhead, and so on?</p> <p>To support selection-panel comparison, would the County consider requiring that accounting for "full costs" be consistent with an agreed-on and nationally recognized standard, such as the American Ambulance Association guidelines for cost accounting, as outlined in the AAA's "Community Guide to Ensure High Performance Ambulance Service"?</p>	<p>Yes.</p> <p>Use the format proposed in the RFP.</p>
29./ AMR	42 4.6.1	<p><i>"Information shall include the bidder's ambulance system operational budgets for each year of the first three years of operation."</i></p> <p>The RFP does not speak to the annual inflation that may be allowed to the users fees subsequent to the first two contract years (e.g., COLA, CPI Index, and a provision for significant event). Please clarify what annual inflation methodologies will be allowed or applied to the user fees subsequent to the first tow years of the contract, which may be applied to the bidder's third-year ambulance system operational budget submission.</p>	This is for the bidder to propose.
30./ COS	43	Section 4, Part 6.2 states that initial rates approved at the time of contract execution shall remain in effect for two	Yes. You may give your anticipated rates, and include an adjustment if one of the indices goes

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
		years[?] Is it acceptable for these rates to be adjusted annually according to the Consumer Price Index (CPI), Medical CPI or a blend of the two?	above (or below) a stated level The proposal review process will take the rate and adjustments into consideration during scoring.
31./ MDA	43 4.6.3	Performance security, Zone's A and C are @ \$250.000 can Zone D be reduced from the current \$500.000 to \$250.000? [sic]	This request is not relevant to the RFP process.
32./ MDA	47 4.7.2	Why must we provide field internship to Paramedic programs based in San Joaquin County? I believe it should be left up to the provider. You may have contract and insurance issues that cannot be resolved.	The RFP language states: <i>"The Contractor shall provide field internship opportunities for EMT-P training programs based in San Joaquin County."</i> We understand there may be potential issues that cannot be resolved between the provider and the training program.
33./ AMR	48 5.1.1	<i>"Either party may terminate this contract at any time without cause upon 180 calendar days advance written notice to the other party."</i> Was it the intent of the County for termination to occur "with" cause rather than "without" cause, given the significant capitalization by a provider that will occur at the beginning of the contract?	We will remove this paragraph. <i>"Either party may terminate this contract at any time without cause upon 180 calendar days advance written notice to the other party."</i>
34./ COS	49	Section 5, Part 1.3 Paragraph A, states "Contractor shall pay County \$10 per excessive [sic] minute for each emergency ambulance response that exceeds the response time standard, including mutual aid response(s), if not during a declared disaster or multi-casualty incident." Should this read, excluding mutual aid response(s)?	No, mutual aid responses are included. This statement is intended to cover situations where an ambulance provider cannot cover the calls in their zone and must use an ambulance from another zone for a call. The response time if not during a declared disaster or multi-casualty incident will be the responsibility of the zone provider.
35./ AMR	67-69 Attachments	Where costs and compensation are presented for the employees, can the attachment require specific shift types to be cited (e.g., 24/56 and 12/42) so as to provide for true	Costs should be provided as an hourly rate. If the rates are different for different shifts, that may be specified.

#/ Source*	Page Reference(s)	Question/Request	Response/Revision
	G, H, I	comparability?	
36./ AMR	73 Attachment K	<p><i>The bidder shall commit that rates in effect at the time of contract execution remain in effect for two years.</i></p> <p>The RFP does not speak to the annual inflation that may be allowed to the user fees subsequent to the first two contract years (e.g., COLA, CPI index and a provision for significant event). Please clarify what annual inflation methodologies will be allowed or applied to the user fees subsequent to the first two years of the contract?</p>	See response # 30 above.

*Legend:

AMR = American Medical Response

COS = City of Stockton

MDA = Manteca District Ambulance

PMT = Priority One Medical Transport

TFD = Tracy Fire Department