



San Joaquin County Health Care Services

P.O. Box 1020 • Stockton, CA 95201 • (209) 468-6600

04 November 2005

Mark Lewis, City Manger  
Stockton Medical Services  
C/O City of Stockton Fire Department  
425 North El Dorado Street  
Stockton, CA 95202-1997

RE: Emergency Ambulance Service Request for Proposals (RFP) Protest

Dear Mr. Lewis:

The San Joaquin County EMS Agency and I have thoroughly reviewed and considered all of the areas of protest filed by Stockton Medical Services (SMS) in protest of the RFP recommendation.

The following are the responses to the issues of protest submitted.

**SMS Assertion #1:** In the "Credentials" section of its RFP Proposal AMR materially misrepresented its reputation and its history.

Section 3 of the RFP refers to the overall contractual and regulatory performance of the bidder and not individual instances of operational or clinical deficiencies. The information submitted by American Medical Response – West meets the requirements of the RFP.

**SMS Assertion #2:** AMR's proposal does not respond to many of the RFP communications requirements.

The information submitted by American Medical Response – West meets the requirements of the RFP.

**SMS Assertion #3:** AMR's proposal does not include in its budget AMR's full costs for communications and it omits important data.

The report issued by Moss Adams confirms that all costs were appropriately accounted for in the bid documents submitted by American Medical Response – West and that the proposal complied with the requirements of the RFP.

**SMS Assertion #4:** AMR's RFP proposal materially misrepresents the communications and dispatch center resources that AMR proposes to use in San Joaquin County.

The information submitted by American Medical Response – West meets the requirements of the RFP.

**SMS Assertion #5:** AMR's response time and unit hour per week numbers misrepresent AMR's actual deployment plan.

The initial deployment plan submitted by American Medical Response – West meets the requirements of the RFP and establishes a "minimum resource deployment for the life of the contract." Additional unit hours are addressed in Section 4.1.2 B of the RFP which states that: "The Contractor shall redeploy ambulances or add additional ambulance hours if the response time performance standard is not met. Failure by the Contractor to redeploy or add ambulance units within two months of notice by the County shall constitute a major breach of contract."

**SMS Assertion #6:** If AMR's RFP budget accurately had stated the full costs for its deployment plan, AMR would have stated costs comparable to or greater than, the costs included in the City-Rural/Metro budget.

The report issued by Moss Adams confirms that all costs were appropriately accounted for in the bid documents submitted by American Medical Response – West. In addition American Medical Response – West committed to the proposed rates for two years and included a fixed percentage for adjusting rates after two years.

**SMS Assertion #7:** AMR's deceptive and misleading deployment plan also raises serious issues of public policy.

The information submitted by American Medical Response – West meets the requirements of the RFP.

**SMS Assertion #8:** The facts do not support the conclusions of the review committee and the Health Services Director that AMR's RFP proposal demonstrated financial strength and stability.

We respectfully disagree.

**SMS Assertion #9:** The County failed to discern any of the serious errors, omissions, inaccuracies and deficiencies in AMR's RFP response.

We respectfully disagree with this premise.

**SMS Assertion #10:** The County failed properly to analyze the value of the City-Rural/Metro's sole and total commitment to provide superior ambulance in Zone B.

All of the proposals submitted in response to the RFP were carefully and thoroughly evaluated.

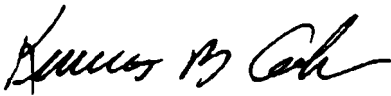
**SMS Assertion #11:** The County and its agents failed to follow proper procedures to determine whether prior, present or planned future business dealings with AMR created conflicts of interest for the persons appointed to the response review committee.

None of the information provided by Stockton Medical Services demonstrates a conflict of interest on behalf of any of the Proposal Review Committee members. Verification of this was provided to you with each Committee member's Conflict of Interest Statement.

In conclusion all issues of protest submitted by Stockton Medical Services are determined to be without merit and the protest is subsequently denied.

The City of Stockton Fire Department remains a valued participant in the San Joaquin County EMS System and I look forward to working with you and your organization in the years to come.

Sincerely,



Kenneth B. Cohen, Director  
Health Care Services Agency