



COUNTY OF MENDOCINO
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COUNTY OF MENDOCINO ♦ REQUEST FOR PROPOSAL
ADDENDUM No. 3

**EXCLUSIVE EMERGENCY AMBULANCE SERVICE OPERATOR FOR THE
MENDOCINO COUNTY EXCLUSIVE OPERATING AREA**

RFP No.	56-17
Addendum Issue Date:	May 28, 2019
RFP Issue Date:	February 19, 2019
RFP Submission Deadline:	September 3, 2019 - 4:00 pm

VENDOR INQUIRIES/MENDOCINO COUNTY RESPONSES

Questions received before Proposers Conference

1. **Vendor Inquiry:** The current volunteer fire-based ambulance services have an exemption for their non EMT drivers. This exemption is imperative for them to be able to provide this service to their rural communities. Will this still be available to them with the EOA?

County of Mendocino Response/Clarification: The RFP Advisory Committee recommended a minimum ambulance staffing of two EMTs or EMT/Paramedic when ALS is required. This is meant for transport needs; a special event may not require an ambulance.

2. **Vendor Inquiry:** Page 33, paragraph 11, states that a bidder has to “list at least three hospitals and three public service agencies with which the organization has worked within any 911 operation during the past year and which shall serve as a reference”. In Mendocino County, providers on the coast transport 911 patients to Mendocino Coast District Hospital. Inland providers transport to Adventist Health Ukiah Valley or Adventist Health Howard Memorial. Can the RFP be modified to include Mendocino County providers who transport to less than three hospitals, or can it state that it will not limit the scope to 911 operations only?

County of Mendocino Response/Clarification: From RFP section 8.4.B.2.11, remove “at least three” and “three” from the text, “List ~~at least three~~ hospitals and ~~three~~ public safety agencies...”

3. **Vendor Inquiry:** Section 9, subsection 9.2, under ‘Selection of Proposal’ it states that the County’s consultant will evaluate the proposals. Is this consultant the Abaris Group?

County of Mendocino Response/Clarification: The RFP language states, “An Evaluation Committee consisting of recognized EMS system experts selected by the County’s consultant will evaluate the proposals.”

4. **Vendor Inquiry:** RFP Process Cost – Why is the contractor responsible for reimbursing the county these fees?

County of Mendocino Response/Clarification: Reimbursement of the RFP development costs is consistent with EMS competitive bids conducted elsewhere.

5. **Vendor Inquiry:** What is the breakdown of the \$140,000 fee to the county?

County of Mendocino Response/Clarification: A work study was utilized to determine the contract oversight fee.

6. **Vendor Inquiry:** For the classification of Code 3 and Code 2 responses, will this be done via the EMD codes?

County of Mendocino Response/Clarification: EMS calls are dispatched after EMD is completed by the dispatch center. This process determines ALS vs. BLS response and whether emergency or non-emergency.

7. **Vendor Inquiry:** Stop the clock – There is no “stop the clock” option with a quick response vehicle (QRV) response. This is acceptable in the urban areas, but difficult in the rural areas such as Covelo, Anderson Valley and Laytonville. These rural areas have very long transport times and calls that come in may only need a BLS level of service. Can this be changed for the outlying areas?

County of Mendocino Response/Clarification: No first response resources will stop the response time clock. The RFP Advisory Committee determined it was not beneficial to the EMS system.

8. **Vendor Inquiry:** Radio equipment – Is 40 VHF channels the current load that is being used?

County of Mendocino Response/Clarification: Per the County Communications Department, the minimum radio specifications/ requirements for VHF medical dispatch and operations on the Mendocino County Systems and Mutual Aid channels are as follows: VHF 136-174 MHz operation, minimum 5/40 watt (portable/mobile) output power, narrowband complaint, analog modulation, 2.5 KHz deviation maximum, 2.5 KHz channel spacing, 128-channel capacity, alpha/numeric channel naming/aliasing. Radios must be from a major land mobile radio manufacturer, Motorola, Kenwood, BK Radio, Icom, No low budget Chinese radios, Beofeng, Power Werks, Wuoxoun, etc.

9. **Vendor Inquiry:** Data Collection – What are the current times for submitting patient care reports to the receiving hospitals?

County of Mendocino Response/Clarification: This is defined within EMS Policy 6001. Currently, a completed patient care report shall be made available to the hospital within two hours.

10. **Vendor Inquiry:** Why are Covelo and Laytonville considered suburban areas under this RFP?

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

11. **Vendor Inquiry:** Why are the penalty fees being paid to the LEMSA?

County of Mendocino Response/Clarification: The State requires liquidated damages to be paid to the LEMSA. The funds received will be used to enhance the EMS system in Mendocino County.

12. **Vendor Inquiry:** Correction: Contact information for Anderson Valley Fire Department (AVFD) - Ambulance Branch: Clay Eubank (707) 895-2020

County of Mendocino Response/Clarification: See new contact information above

13. **Vendor Inquiry:** Correction: The Exclusive Operating Area (EOA) mapping on the south west boundary is not accurate. Use the approved AVFD Sphere of Influence boundary that was approved by CVEMSA in 2016.

County of Mendocino Response/Clarification: The LEMSA will review and update south west boundary as appropriate.

14. **Vendor Inquiry:** Correction: Page 10, 67, 68 reference Anderson Valley Ambulance Service. Should be Anderson Valley Fire Department.

County of Mendocino Response/Clarification: Any RFP reference to “Anderson Valley Ambulance Service” is replaced by “Anderson Valley Fire Department.”

15. **Vendor Inquiry:** Non EMT ambulance drivers are critical to our existing system, will exemptions still be available for BLS ambulance use?

County of Mendocino Response/Clarification: The RFP Advisory Committee recommended a minimum ambulance staffing of two EMTs or EMT/Paramedic when ALS is required.

16. **Vendor Inquiry:** Can non EMT drivers be used during drawdown staffing or special event coverage?

County of Mendocino Response/Clarification: The RFP Advisory Committee recommended a minimum ambulance staffing of two EMTs or EMT/Paramedic when ALS is required. This is meant for transport needs; a special event may not require an ambulance.

17. **Vendor Inquiry:** Will the LEMSA be providing the Board of Supervisors a prioritized choice for approval based the County’s and stakeholder’s concerns and needs, or a single selection provided by the evaluation committee?

County of Mendocino Response/Clarification: The Evaluation Committee is responsible for the objective review and scoring of the proposals. The committee will comprise individuals outside Mendocino County and with no affiliation to any bidder or related proposed sub-contractor. The State requires that the bidder with the highest score is selected to ensure a fair process.

18. **Vendor Inquiry:** What mechanism is in place to address disputes, complaints, and hardships between the contractor and sub-contractor?

County of Mendocino Response/Clarification: The County will hold the contractor responsible for meeting the standards of the RFP and subsequent contract. It is the contractor's decision how best to accomplish the contract, potentially using sub-contractors. The contractor is responsible for its relationship with any sub-contractors.

19. **Vendor Inquiry:** Will contract negotiations allow for a review and/or revision between sub-contractors and contractors that were not foreseen prior to implementation of EOA?

County of Mendocino Response/Clarification: The County will negotiate the contract between the County and the selected bidder. Contract negotiations between the selected bidder and any subcontractors will not involve the County. The County will hold the contractor, not subcontractor, responsible for meeting the standards of the RFP and subsequent contract.

20. **Vendor Inquiry:** Item 4.7 A state's contractor shall pay liquidated damage fees to the LEMSA. Why is this paid to the LEMSA and not the county, and how will the funding be utilized?

County of Mendocino Response/Clarification: The State requires liquidated damages to be paid to the LEMSA. The funds received will be used to enhance the EMS system in Mendocino County.

21. **Vendor Inquiry:** How is the evaluation committee familiarizing itself with the unique and varying needs of the local communities throughout the EOA?

County of Mendocino Response/Clarification: The Evaluation Committee will be supported by technical experts familiar with the Mendocino County EMS system. These experts will answer questions posed by the evaluators if specific system information is requested. Technical experts will not score the proposals, provide opinions on any bidder, or otherwise influence the selection process.

22. **Vendor Inquiry:** How will the evaluation committee integrate those needs into their evaluation and scoring of proposals?

County of Mendocino Response/Clarification: The Evaluation Committee will be supported by technical experts familiar with the Mendocino County EMS system. These experts will answer questions posed by the evaluators if specific system information is requested. Technical experts will not score the proposals, provide opinions on any bidder, or otherwise influence the selection process.

23. **Vendor Inquiry:** Page 12: Which resource types will be allowed to stop the response time clock?

County of Mendocino Response/Clarification: No first response resources will stop the response time clock. The RFP Advisory Committee determined it was not beneficial to the EMS system.

24. **Vendor Inquiry:** Page 12: Please provide a crosswalk between EMD determinants and Code-2/Code-3 response time compliance requirements.

County of Mendocino Response/Clarification: The dispatch center has this information. The contact information for dispatch is in the Attachment 3.

25. **Vendor Inquiry:** Page 12: Are EMS calls dispatched before or after an EMD determinant is identified? May BLS ambulances be sent without ALS on low priority calls?

County of Mendocino Response/Clarification: EMS calls are dispatched after EMD is completed. Yes, BLS ambulances may be sent without ALS on low priority calls.

26. **Vendor Inquiry:** Page 12: Please describe the difference between monthly compliance requirements described in paragraph D and the semi-annual and annual compliance described in Table 2 on page 15.

County of Mendocino Response/Clarification: Change RFP 4.5.D. language to “The Contractor must guarantee response times for each compliance period...”

Remove the word “monthly” within RFP section 4.7.F., “Responses to emergencies located outside the EOA will not be counted in the number of total calls used to determine **monthly** contract compliance.”

27. **Vendor Inquiry:** Page 12: Please describe the process used to determine IFT acuities.

County of Mendocino Response/Clarification: The hospital sending physician will identify the acuity based on patient condition.

28. **Vendor Inquiry:** Page 14: What are the costs of integrating with the HFEC CAD system? Are MDCs used? Please provide specifications.

County of Mendocino Response/Clarification: There is no required integration with the HFEC CAD system. MDCs are not required. If a bidder proposes these services, it should contact HFEC to determine the related costs.

29. **Vendor Inquiry:** Page 14: Does the annual fee include costs associated with porting CAD data into other third-party data systems? If not, how are those charges determined?

County of Mendocino Response/Clarification: The annual fee includes the costs associated with porting CAD data into the designated electronic patient care report system, which is currently ImageTrend.

30. **Vendor Inquiry:** Page 14: What is the formula used to determine dispatch costs? How/when are the fees adjusted?

County of Mendocino Response/Clarification: This is based on current fees paid by the current EMS ground ambulance providers in the proposed EOA. The dispatch agreement is currently under negotiation and future costs are unknown. However, the dispatch cost will not increase by more than the annual Bay Area Consumer Price Index unless a rate adjustment is also approved to offset the increased expense.

31. **Vendor Inquiry:** Page 14: Which EMD system is used? Is dispatch performance and protocol compliance monitored/reported? If so, please provide examples of recent reports.

County of Mendocino Response/Clarification: The contracted dispatch center can identify the EMD system in use. Contact information is provided in Attachment 3. It is unknown if dispatch performance and protocol compliance is currently being monitored/reported; the dispatch contact can answer this question.

32. **Vendor Inquiry:** Page 16: Will a QRV and a BLS ambulance stop the clock on an ALS response?

County of Mendocino Response/Clarification: No first response resources will stop the response time clock. The RFP Advisory Committee determined it was not beneficial to the EMS system.

33. **Vendor Inquiry:** Page 16: Will a helicopter stop the clock on an ALS response?

County of Mendocino Response/Clarification: Yes. If the helicopter is ALS-transport capable.

34. **Vendor Inquiry:** Page 16: Will the County consider adjusting the language surrounding response time exemptions to include dispatch error, road closures, hospital drop delays, locked gates, weather, etc.?

County of Mendocino Response/Clarification: Inaccurate address is an existing exemption, which is meant to include dispatch error. Unknown road closures will be automatically exempted. The ambulance shall be considered on scene when it reaches a locked gate. Extreme weather events as determined by the LEMSA staff shall be exempt.

35. **Vendor Inquiry:** Page 16: Can the County please elaborate on the process for adjusting the system status plan, including changes in the contract response time and the maximum UHU?

County of Mendocino Response/Clarification: The LEMSA staff will review for general adherence to RFP requirements and EMS system goals on ensuring adequate response times. The staff will not withhold approval unless a significant concern is identified needing further clarification or adjustment.

36. **Vendor Inquiry:** Page 20: Would the County please elaborate on your vision for public funding opportunities and the collaboration involved of the winning proposer?

County of Mendocino Response/Clarification: The County is open to innovative ideas that may not be immediately known to the County. Proposers are encouraged to share innovative opportunities that benefit the provider and the citizens.

37. **Vendor Inquiry:** Page 20: How is the contract oversight fee determined and how/when may it be adjusted?

County of Mendocino Response/Clarification: A work study was utilized to determine the contract oversight fee. It will be adjusted no more often than annually and will not exceed the Bay Area Consumer Price Index.

38. **Vendor Inquiry:** Page 118: Will calls be eligible for exemption from outlier penalty?

County of Mendocino Response/Clarification: RFP Section 4.7.E. describes exemptions from outlier penalty. These includes inaccurate address/dispatch error. Other exemptions identified above include unknown road closures, ambulance is on scene upon reaching a locked gate, and extreme weather events as determined by the LEMSA staff.

39. **Vendor Inquiry:** Page 134: Can the County please provide higher resolution copies of the county and zone maps, preferably in a digital format?

County of Mendocino Response/Clarification: A digital format of the maps has been requested from County GIS staff and will be posted for bidders.

40. **Vendor Inquiry:** Page 134: Can the County also provide a heat density map of showing annual year call volume?

County of Mendocino Response/Clarification: The most current three years of EMS call data has been requested from the dispatch center. It will be shared upon receipt.

41. **Vendor Inquiry:** 4.2 Partnerships within the Exclusive Operating Area C. Existing BLS Ambulance Providers (p.10)- At time of dispatch what system is used to determine the necessary response? ALS v. BLS, response codes?

County of Mendocino Response/Clarification: EMS calls are dispatched after EMD is completed by the dispatch center. This process determines ALS vs. BLS response and whether emergency or non-emergency. Contact the dispatch provider listed in Attachment 3 for additional detail.

42. **Vendor Inquiry:** 4.5 Response Time Zones and Standards (pp. 11-14) - If call is determined ALS and a paramedic is sent in a QRV with a subcontracted BLS ambulance does that satisfy the response time agreement?

County of Mendocino Response/Clarification: No first response resources will stop the response time clock. The RFP Advisory Committee determined it was not beneficial to the EMS system.

43. **Vendor Inquiry:** 4.15 First Responder/PSAP Training and Coordination – Disposable supplies (p. 20)– Does this include the replacement of pharmaceuticals?

County of Mendocino Response/Clarification: No. Pharmaceuticals are not required to be replaced. The bidder may negotiate with an identified subcontractor to provide this service.

44. **Vendor Inquiry:** 8.4 n. Commitment to EMS System and the Community (p.42) – Minimum supplies or pay for restocking first responders medical supplies – does this include pharmaceuticals or only medical disposables?

County of Mendocino Response/Clarification: Medical disposables only. Pharmaceuticals are not required to be replaced. The bidder may negotiate with an identified subcontractor to provide this service.

45. **Vendor Inquiry:** Consider changing the designation of the downtown Laytonville area and the North Road area from Suburban to Urban. This would be consistent with the east side and south west designations in Willits. It would also be consistent with the northwest area of Ukiah.

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

46. **Vendor Inquiry:** Immediate Laytonville area should be urban

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

47. **Vendor Inquiry:** 101 from Willits to Leggett should be suburban

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

48. **Vendor Inquiry:** Branscomb Road from Laytonville to Branscomb should be suburban.

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

49. **Vendor Inquiry:** Lower Spyrock and the Laytonville end of Dos Rios Road, rural.

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

50. **Vendor Inquiry:** At a minimum, consider classifying the 101 corridor Rural from Leggett to Longvale. This is consistent with the designations for the remainder of Highway 101, Highway 128 and 175. However, based on the level of traffic, the number of incidents and the oftentimes severity of these incidents, the entire 101 corridor should be classified Suburban.

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

51. **Vendor Inquiry:** Additionally, the response times are inaccurate, for example driving time from Willits to Laytonville is not 19.59 minutes, more like 25 at best.

County of Mendocino Response/Clarification: The 19:59 response time is the required standard that must be met 90 percent of the time for Laytonville, a Suburban zone.

52. **Vendor Inquiry:** We believe the classifications of our Laytonville area are incorrect...page 14...how can we suggest reclassification?

County of Mendocino Response/Clarification: Response area classifications are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee.

53. **Vendor Inquiry:** Additionally, the response times are inaccurate, for example driving time from Willits to Laytonville is not 19:59 minutes, more like 25 at best.

County of Mendocino Response/Clarification: The 19:59 response time is the required standard that must be met 90 percent of the time for Laytonville, a Suburban zone.

Questions received during Proposers Conference

54. **Vendor Inquiry:** To classify Laytonville as rural is not acceptable as service will be diminished. Will the County reconsider map density for the area?

County of Mendocino Response/Clarification: Response area classifications are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee

55. **Vendor Inquiry:** Some areas in Ukiah have been rezoned. Combining the three rezoned areas could diminish the level of service. How does the County plan to address the same level of services in those three rezoned areas in Ukiah?

County of Mendocino Response/Clarification: Response area classifications are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee

56. **Vendor Inquiry:** The RFP does little to address how partnerships can be formed. How do the subcontractors that are government entities ensure a fair playing field for the private agencies?

County of Mendocino Response/Clarification: It is not appropriate for the County to dictate the arrangements made between contractors and subcontractors.

57. **Vendor Inquiry:** 50% of drivers are non-EMT. How can we continue to provide volunteer services within our capacity with the high percent of drivers are non-EMT?

County of Mendocino Response/Clarification: The RFP Advisory Committee recommended a minimum ambulance staffing of two EMTs or EMT/Paramedic when ALS is required.

58. **Vendor Inquiry:** BLS ambulance does not stop the clock. If a paramedic jumps on board, does that stop the clock if the paramedic gets off the BLS ambulance?

County of Mendocino Response/Clarification: Once there is a paramedic and an EMT on an ambulance with the required ALS supplies and equipment, it is considered an ALS ambulance and would stop the clock.

59. **Vendor Inquiry:** Will we be allowed to go back to our current state if resources are used to supplement the city? How can we backfill to serve the community? Will we be allowed to use the current system to use ambulance if the ambulance is servicing the city?

County of Mendocino Response/Clarification: The EOA replaces the current system and the contractor is the exclusive ambulance provider. As such, the contractor will be required to meet the performance standards. No other ambulance provider may operate inside the EOA unless subcontracted or in a mutual aid situation.

60. **Vendor Inquiry:** Page 11, 4.4 states CCT is included but on the PowerPoint slide CCT is not on the definition. Are CCTs removed?

County of Mendocino Response/Clarification: Contractor shall provide a BLS or ALS ambulance to partner with a hospital-based nurse to deliver CCT services. The Contractor may, but is not required to, provide its own nurse. On RFP pages 9 and 100, update “All ground interfacility transport (IFT) requests requiring the services of an BLS, ALS, or **hospital-nurse** critical care transport (CCT) ambulance...” On RFP page 11, update “The exclusive Contract holder will provide BLS, ALS, and **hospital-nurse** CCT level of care...”

61. **Vendor Inquiry:** The hospitals do not have critical transport equipment (IV pumps, ventilators, etc.), who would provide this equipment?

County of Mendocino Response/Clarification: Historically, hospital nurses were performing inter-facility critical care transports, including the equipment and trained CCT staff. It is not feasible to require the EOA contractor to staff a nurse for the low volume of CCT; it would not be sustainable.

62. **Vendor Inquiry:** Hospital RNs work under/with constant physician oversight. Critical care transport trained RNs are specially trained in advanced skills such as intubation, etc. These procedures are not supported by current hospital job descriptions.

County of Mendocino Response/Clarification: As stated above, CCT with hospital RN has occurred in the past. Therefore, CCT will be excluded from the ambulance RFP as a hospital RN and equipment is no longer available.

63. **Vendor Inquiry:** Certain criteria will be measure based on 6 months. That will be reviewed every 5-6 months. Will the performance reports be shared publicly?

County of Mendocino Response/Clarification: Yes. The County intends to have a transparent process including performance reports.

64. **Vendor Inquiry:** Slide 6 or 7 shows “no fine is late.” That does that mean?

County of Mendocino Response/Clarification: “No fine if late on a call up to 200% of standard expected to happen during normal operations.” There is no fine if the ambulance is late up to 200% of the response time standard. It is expected that ambulances will be late up to 10% of the time with the requirement for 90% on time performance or better.

65. **Vendor Inquiry:** What does 200% standard mean?

County of Mendocino Response/Clarification: This comment references 200% of the applicable response time standard based on the call type and zone. For example, if the standard is 12 minutes, then a response is considered an outlier when it reaches 24 minutes or greater.

66. **Vendor Inquiry:** Were distance response time reviewed?

County of Mendocino Response/Clarification: Response areas are determined based on population density; this approach is typical for EMS contracts. All response area determinations were made with input from the RFP Advisory Committee. The Advisory Committee reviewed existing response times as part of the RFP development process.

67. **Vendor Inquiry:** Will letters, correspondences, and PowerPoint presentation be posted on the County website?

County of Mendocino Response/Clarification: All questions and County-presented PowerPoints will be made available on the County website.

68. **Vendor Inquiry:** Can you make correspondences be available to everybody?

County of Mendocino Response/Clarification: All questions will be made available to everybody through addenda.

69. **Vendor Inquiry:** We believe the PowerPoint slides and the RFP are incorrect for the number of 911 dispatch within the EOA area, how will that be addressed for bidders?

County of Mendocino Response/Clarification: Bidders are encouraged to review the raw dispatch 911 data and form their own conclusions. The County does not warrant or guarantee any specific call volume. The call volumes in the RFP will be used to assign the points designated for pricing.

70. **Vendor Inquiry:** Nurse-based CCTs are out of scope for this RFP. Can the County clarify?

County of Mendocino Response/Clarification: Requiring nurse-based CCT within the EOA was estimated to be cost prohibitive, potentially causing funds from 911 transports to subsidize CCT, which would be inappropriate.

71. **Vendor Inquiry:** The data in the RFP is outdated. Can we get the updated data?

County of Mendocino Response/Clarification: Current call volume data from the dispatch provider will be provided.

72. **Vendor Inquiry:** Partnerships are encouraged but it is difficult for proposers to do the conversation. Is there a common statement from each entity with what each entity can offer?

County of Mendocino Response/Clarification: The 2nd bidders' conference is expected to allow further discussion related to partnerships. Additional time will be provided before and after the County bidders' conference for informal dialogue between potential contractors and subcontractors.

Questions received after Proposers Conference

73. **Vendor Inquiry:** Wording indicates "exclusive" Contract will be awarded and then list services to be provided. Is this contract exclusively covering emergency and non-emergency ambulance calls in the EOA at all levels (ALS/BLS/CCT).

County of Mendocino Response/Clarification: The contract exclusively covers emergency and non-emergency ambulance calls in the EOA at all levels (ALS/BLS), except nurse-based CCT.

74. **Vendor Inquiry:** If yes, can the County please clarify if this exclusivity just covers those trips originating in the County or also covers trips being transported into the county from an outside origination point?

County of Mendocino Response/Clarification: This EOA covers patient origin. The County cannot control patients entering the EOA.

75. **Vendor Inquiry:** If the Contractor chooses not to partner or contract with one of the existing providers already in the County (except those the County has indicated in the RFP are desired to continue) is there any recourse or exception for operating in the County for those companies?

County of Mendocino Response/Clarification: No, not for the services included in the EOA. This is an EOA and, as such, only the permitted provider (or sub-contractor) can perform the included levels of service.

76. **Vendor Inquiry:** All “Special Events” requiring ALS level of service, even if there is no ambulance required. Can the County please provide some specific examples of this type of Special Event?

County of Mendocino Response/Clarification: Concerts, sports events, fairs, etc. This does not include law or fire stand-by requests.

77. **Vendor Inquiry:** Does the County have any data on the number of responses / transports associated with Special Events of this type?

County of Mendocino Response/Clarification: This may be captured within the dispatch data. These events are infrequent, and the contracted provider is expected to negotiate reimbursement with the organization requesting these services.

78. **Vendor Inquiry:** As allowed by LEMSA policies, dispatch protocols may determine a BLS ambulance is sufficient Do these policies exist today?

County of Mendocino Response/Clarification: Yes. There are policies for BLS 911 transport response.

79. **Vendor Inquiry:** Estimated that 15-25 percent of 9-1-1 ambulance requests can be dispatched at the BLS level. Is there data or analysis to support the estimated percentage that could be downgraded to BLS?

County of Mendocino Response/Clarification: This estimate is based on EMD determinations and evaluation by the LEMSA staff including the Medical Director.

80. **Vendor Inquiry:** Is there any EMD triage occurring in the dispatch center presently?

County of Mendocino Response/Clarification: Yes. EMD triage is currently performed by the dispatch center.

81. **Vendor Inquiry:** Are the personnel in the dispatch center already trained in EMD processes required to perform these downgrades?

County of Mendocino Response/Clarification: Yes. The current dispatchers are trained in EMD process.

82. **Vendor Inquiry:** Exclusive Contract calls referred to a non-contracted agency will be considered an outlier for calculating compliance. Does a call for service referred under an approved mutual aid

plan count as referring to a non-contracted agency and therefore count as an outlier for compliance purposes?

County of Mendocino Response/Clarification: Yes. This would be considered an example of the contracted provider not having enough resources in the EMS system. A transport completed by a sub-contractor is the same as if the contractor had performed itself.

83. **Vendor Inquiry:** If an assignment is upgraded prior to arrival of an ALS ambulance unit (e.g., from Code-2 to Code-3 response) on the scene, the Contractor's response time compliance and liquidated damages will be calculated based upon the Code-2 response time standard, assuming the initial priority was established correctly and in accordance with the priority dispatch system adopted by the LEMSA. If incorrectly prioritized initially, the more stringent standard will apply. If the call was incorrectly prioritized initially, the dispatch center would be accountable for that issue. Since the dispatch center is not in the control of the Contractor, will the Contractor be held accountable for that performance standard and not penalized?

County of Mendocino Response/Clarification: The Contractor is responsible for meeting the dispatch priority as provided.

84. **Vendor Inquiry:** Contractor may employ, at its discretion, a quick response vehicle (QRV) staffed with a paramedic and used to enhance the system response and assist BLS ambulances. QRV does not stop the ambulance response time clock. We understand the clinical benefit of utilizing QRVs, but if there is no financial incentive to deploy QRVs by mitigating response time penalty exposure, how can a Contractor afford this investment? Is there any additional subsidy to support the use of QRV's? Would there be any consideration to stop the clock in the future if QRV's were deployed? How many QRV's are expected to be in operation during the course of this contract?

County of Mendocino Response/Clarification: The RFP Advisory Committee did not identify QRVs as a necessary element, focusing on transport units instead. There is no expectation for QRVs in this EOA.

85. **Vendor Inquiry:** Exemption Requests – The Contractor may apply to the LEMSA for an exemption to response-time compliance calculations in the following situations:

Automatic Appeals – What is not recognized or addressed in this section is the impact that long “wall” / hospital wait times at area hospitals can have on the availability of the ambulance service. Is there any consideration to be given to the Contractor when hospital wait times are extraordinarily high?

County of Mendocino Response/Clarification: Hospital wait times are not considered an exemption for system performance.

86. **Vendor Inquiry:** As future opportunities develop, Contractor must assure that all such arrangements will be forwarded to the County and LEMSA to be evaluated as they are proposed by the Contractor before they are implemented so as to assure that the other ambulance call sources, which are not part of the Contract arrangement, are not subsidizing the benefiting managed care payer. Please clarify what the italicized language is intended to convey?

County of Mendocino Response/Clarification: There is no text in italics in this section.

87. **Vendor Inquiry:** The meaning of “ambulance call sources” is not clear in that this is supposed to be an exclusive contract for the EOA? What other call sources exist?

County of Mendocino Response/Clarification: The contracted provider cannot enter into an agreement that offers an inappropriate subsidy; this would include a reduced 9-1-1 rate to a managed care provider.

88. **Vendor Inquiry:** Does “Contract arrangement” refer to the arrangement being contemplated with other payors or it is referring to the Contract that will result from this RFP?

County of Mendocino Response/Clarification: Contract arrangement refers to the contract between the provider and the County.

89. **Vendor Inquiry:** MediCal is clearly a significant payor in the fee for service model. Given the uncertainty in future years of the existence of the Quality Assurance Fee (QAF) reimbursement, guidance from the County would be helpful to assure that all bidders are establishing pricing with the same understanding and that the County does not over value a price point that assumes funds that may never materialize. How does the County propose that potential bidders account for these funds?

County of Mendocino Response/Clarification: Bidders need to make their own interpretation of the payor mix based on their experience.

90. **Vendor Inquiry:** The Proposer is encouraged to explore how it could further medical training through teaching emergency medical responder (EMR) and EMT classes at first responder agencies to fully utilize the Proposer’s on-duty personnel, if located in lower volume areas. Is the County suggesting that if on vehicle personnel are capable that Proposer potentially utilize these employees to teach classes while on-duty?

County of Mendocino Response/Clarification: Yes. The County is encouraging partnerships with existing EMS providers that improve the EMS system. This could include teaching rural EMS providers.

91. **Vendor Inquiry:** Understanding that this would be in low volume areas and therefore infrequent calls, it would still likely negatively impact response times or if a call came in at minimum cause frequent interruptions in the training. Is the County suggesting it might be open to these impacts if a program was designed?

County of Mendocino Response/Clarification: The Bidder will be held accountable to the RFP response times. There may be opportunities with a rural sub-contractor to provide training/education with minimal chance of interruption due to the low volume of calls (e.g., one per day). As an example, there could a scenario where an ambulance is cross staffed by a Contractor paramedic and a first responder EMT; due to low call volume, the paramedic could provide training and education. This would not impact response times and benefit the EMS system overall.

92. **Vendor Inquiry:** Describe contracts with counties similar to Mendocino entered into during the past five years regarding ALS/BLS pre-hospital delivery of services showing year, type of services (e.g., 9-1-1, interfacility, combined), location, name and address of contracting agency. The requirement stipulates contracts entered into during the past five years. Is this only for new relationships that have started in the past five years or if we renewed a contract with an existing client should this be outlined in response to this requirement?

County of Mendocino Response/Clarification: A renewed contract should be included in the response.

93. **Vendor Inquiry:** Please include a proposed wage and benefit package designed to encourage personnel to remain within the EMS system to reduce the turnover rate and to meet all applicable state and federal laws (e.g., Fair Labor Standards Act). Please provide the current turnover rate in the EMS system?

County of Mendocino Response/Clarification: This information is not currently available as there are many different transport providers.

94. **Vendor Inquiry:** What are the current hourly pay rates for Paramedics and EMT's?

County of Mendocino Response/Clarification: The County does not have the current pay rates for the multiple providers.

95. **Vendor Inquiry:** Submission of financial documents: If the bidder was part of a larger organization for two of the past three years and therefore did not have separately audited or reviewed financials, would the County accept the audited financials of the parent organization where the subsidiary is broken out under segment reporting?

County of Mendocino Response/Clarification: Yes, this approach would be acceptable. The winning bidder will be required to provide separate financials for this operation.

96. **Vendor Inquiry:** Staffing: What is the current staffing by category (EMT, EMT-P, Dispatch)?

County of Mendocino Response/Clarification: There are multiple providers currently; the exact staffing levels are unknown to the County. Contact the list of stakeholders for additional information.

97. **Vendor Inquiry:** Staffing: How many ALS unit hours are deployed in the system today?

County of Mendocino Response/Clarification: There are multiple providers currently; the exact staffing levels are unknown to the County. Contact the list of stakeholders for additional information.

98. **Vendor Inquiry:** Staffing: How many BLS unit hours are deployed in the system today?

County of Mendocino Response/Clarification: There are multiple providers currently; the exact staffing levels are unknown to the County. Contact the list of stakeholders for additional information.

99. **Vendor Inquiry:** Physical / physical capacity evaluation: What are the County's current requirements regarding employee physicals?

County of Mendocino Response/Clarification: The County has no requirements. The provider should explain its proposed approach to employee physicals.

100. **Vendor Inquiry:** Call volume of EOA Partners: How many calls for service and transports whether they are BLS or ALS are responded to by these Automatic Mutual Aid services?

County of Mendocino Response/Clarification: Please refer to the call volume data provided or contact the dispatch provider for more information.

101. **Vendor Inquiry:** Partnerships/Joint Staffing Models: Are there any such arrangements currently? If so, who are the arrangements with and can we get copies of these arrangements?

County of Mendocino Response/Clarification: A partnership used to exist between Covelo Fire and a private ambulance provider. The County is not a signor to these arrangements and, therefore, does not have copies of any existing partnerships.

102. **Vendor Inquiry:** CAD and Mobile Client Services: What Computer Aided Dispatch (CAD) system is being used for EMS dispatch? Does this CAD vendor have a mobile client application that allows ambulances to receive CAD dispatch information, mapping, status buttons and AVL tracking?

County of Mendocino Response/Clarification: The dispatch contact information is provided in the RFP and the best source of this information.

103. **Vendor Inquiry:** There is one consolidated communication center for EMS and Fire: Is the dispatch center currently certified to operate as an “Emergency Medical Dispatch’ center?

County of Mendocino Response/Clarification: The dispatch contact information is provided in the RFP.

104. **Vendor Inquiry:** Run data demographics: Please provide a raw dataset that allows for the development of a demand-based schedule and development of a system status plan? Specifically, the data request would be the most recent 12 months of data to include (response priority, date of call, time of call, time of dispatch, enroute time of unit, cancel time, on scene time, transporting time, hospital arrival time, Hospital name, patient transfer of care time, hospital clear time, call disposition, full address of call, chief complaint or MPDS code, X / Y coordinates, Unit ID, unique identifier (run Number) cancel reason).

County of Mendocino Response/Clarification: The data will be made available to potential bidders.

105. **Vendor Inquiry:** Table shows compliance periods are either annual or semi-annual: Are liquidated damages paid on an annual or semi-annual basis?

County of Mendocino Response/Clarification: Semi-annual basis.

106. **Vendor Inquiry:** Proposer shall state and justify the minimum number of vehicles: How many ALS ambulances are licensed by the county and by each of the 10 providers?

County of Mendocino Response/Clarification: The LEMSA does not license individual ambulances, just a permit for each provider.

107. **Vendor Inquiry:** How many BLS ambulances are licensed by the county and by each of the 10 providers?

County of Mendocino Response/Clarification: The LEMSA does not license individual ambulances, just a permit for each provider.

108. **Vendor Inquiry:** What hard equipment (ex. heart monitor, CPR devices) is used in the County today?

County of Mendocino Response/Clarification: The LEMSA policies identify the minimal equipment necessary. In addition, every provider must have the necessary equipment to perform the clinical skills detailed by EMS policy. There are multiple EMS providers and, therefore, different types of equipment in use. Contact the providers for more information.

109. **Vendor Inquiry:** Experience providing 911 ambulance service at ALS level totaling at least 600-unit hours. How many weekly unit hours are being deployed by each of the 10 EMS providers today and at what level (ALS and BLS), and what locations are covered?

County of Mendocino Response/Clarification: The County does not have this information.

110. **Vendor Inquiry:** Proposer should note that the handling of the incumbent workforce is a significant factor. Is the current workforce represented by a Union?

County of Mendocino Response/Clarification: The County does not have information about unions representing the EMS workers across the multiple providers. Contact the providers for more information.

111. **Vendor Inquiry:** Please provide a copy of the CBA and or a contact for the Union leadership.

County of Mendocino Response/Clarification: The County does not have any CBA or contact information for Union leadership, if such exists.

112. **Vendor Inquiry:** Proposer shall state the charges that it proposes. What are the current base charges used by the EMS providers today?

County of Mendocino Response/Clarification: The County does not maintain a list of current base charges for the transport providers.

113. **Vendor Inquiry:** What is the payor mix breakdown of the 5,500 transports?

- % of Pts with no insurance____
- % of Pts with Medicare____
- % of Pts with Medi-Cal ____
- % of Pts with commercial insurance_____

County of Mendocino Response/Clarification: This is provided in the RFP, page 68, Figure 3 as shared by the current providers.

114. **Vendor Inquiry:** Can the County provide the total number of 911 incidents per year for the past three years?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

115. **Vendor Inquiry:** Can the County provide the total number of transfer requests per year for the past three years, differentiated by level of service (ALS, BLS, CCT)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

116. **Vendor Inquiry:** Can the County provide the total number of 911 ambulance on-scene arrivals for the past three years?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

117. **Vendor Inquiry:** Can the County provide the total number of transfer on-scene arrivals per year for the past three years?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

118. **Vendor Inquiry:** Can the County provide the total number of 911 ambulance transports per year, differentiated by level of service (ALS, BLS, CCT)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

119. **Vendor Inquiry:** Can the County provide the total number of transfer transports per year for the past three years, differentiated by level of service (ALS, BLS, CCT)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

120. **Vendor Inquiry:** Can the County provide the total number of out-of-County transports per year for the past three years differentiated by level of service (ALS, BLS, CCT)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

121. **Vendor Inquiry:** Can the County provide the average time-on-task for 911 calls?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

122. **Vendor Inquiry:** Can the County provide the average time-on-task for IFT transfers?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

123. **Vendor Inquiry:** Can the County provide the average time-on-task for cancelled 911 calls (AMA, RMA)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

124. **Vendor Inquiry:** Can the County provide the average time-on-task for transported 911 calls?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

125. **Vendor Inquiry:** Can the County provide the local payer mix percentage breakdown (Medicare vs. Medical vs. private pay vs. private insurance)?

County of Mendocino Response/Clarification: This is provided in the RFP, page 68, Figure 3 as shared by the current providers.

126. **Vendor Inquiry:** Can the County provide the total number of medical 911 calls received by the dispatch center?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

127. **Vendor Inquiry:** Can the County provide the total number of EMD'd calls?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

128. **Vendor Inquiry:** Can the County provide these EMD'd calls **broken down by determinant code** (or at least by Omega, Alpha, Bravo, Charlie, Delta, Echo)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

129. **Vendor Inquiry:** Can the County provide emergency call-taking processing times (**call receipt to determinant code generation**)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

130. **Vendor Inquiry:** Can the County also provide emergency call-taking processing times (call receipt to dispatch times)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

131. **Vendor Inquiry:** Can the County provide a geographical representation of call locations (such as a heatmap of incidents occurring within the EOA)?

County of Mendocino Response/Clarification: The County will share dispatch data for the past three years.

132. **Vendor Inquiry:** Historical data indicates that an ambulance posted in Willits will take approximately 30 minutes to reach the intersection of Branscomb Road and Hwy 101. This is close to the center of the Laytonville Suburban response area. A bidder that proposes to cover Laytonville from Willits will clearly be in violation of the response standards as enumerated in the RFP. The RFP states in Section 4.5 that, "... response-time performance will not be sacrificed for economy." Any proposal submitted which proposed to cover Laytonville with an ambulance posted in Willits will

on its face not meet the standards and conditions of the RFP. Will the County accept a proposal from a potential Provider that proposes to cover Laytonville with an ambulance posted in Willits?

County of Mendocino Response/Clarification: This RFP requires a level of performance, not level of staffing. As such, the provider must meet the response time performance regardless of ambulance post locations. Bidders are not required to post ambulances in any specific location.

133. **Vendor Inquiry:** Anderson Valley Fire Department leans on the County Counsel for legal opinion. Can we get the legal fee waived for using County Counsel regarding this RFP?

County of Mendocino Response/Clarification: Anderson Valley Fire Department and other special districts that may contact the County for advise need to acquire separate counsel regarding this RFP. County Counsel represents the County for this project.

134. **Vendor Inquiry: Will the County have a program to continue the ALS funding?**

County of Mendocino Response/Clarification: ALS funding was designated as a short term use of County General Fund, subject to annual Board of Supervisors approval, to build the capacity of local BLS providers and strengthen their ability to partner and participate in the ALS requirements of an EOA. It is not anticipated that funding will continue once the EOA provider is in place, but rather that these providers (Laytonville, Covelo, and Anderson Valley) will utilize this opportunity to build on their ALS enhancement experiences over the past three years to partner with the EOA provider.

135. **Vendor Inquiry:** Anderson Valley Fire Department leans on the County Counsel for legal opinion. Can we get the legal fee waived for using County Counsel regarding this RFP?

County of Mendocino Response/Clarification: Anderson Valley Fire Department and other special districts that may contact the County for advise need to acquire separate counsel regarding this RFP. County Counsel represents the County for this project.

ALL OTHER SPECIFICATIONS REMAIN IN FULL FORCE AND EFFECT.

Acknowledgment of receipt of this addendum is required to be included in your proposal. You may indicate such inclusion in narrative form within your proposal or by attaching a copy this addendum to your proposal.

Any questions or concerns regarding this matter should be directed to Janelle Rau, Deputy Chief Executive Officer, at the phone numbers or email addresses below:

(707) 463-4441
rauja@mendocinocounty.org