



Emergency Medical Services District

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**COUNTY OF ALAMEDA
Emergency Medical Services (EMS) Agency
ADDENDUM No. 5
to
RFP No. EMS-901017
for
Emergency Ambulance Service, 911 Response, ALS
Transport, and Standby Service with Transportation
Authorization**

This County of Alameda, General Services Agency (GSA), RFP Addendum has been electronically issued to potential bidders via e-mail. E-mail addresses used are those in the County's Small Local Emerging Business (SLEB) Vendor Database or from other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate e-mail address is noted and kept updated in the SLEB Vendor Database. This RFP Addendum will also be posted on the GSA Contracting Opportunities website located at http://www.acgov.org/gsa/purchasing/bid_content/ContractOpportunities.jsp.

The following Sections have been modified to read as shown below. Changes made to the original RFP document are in **bold** print and **highlighted**, and deletions made have a ~~strike through~~.

RFP Modification

The RFP Section I.D., Calendar of Events, Page 21, shall read as follows:

D. CALENDAR OF EVENTS

EVENT	DATE/LOCATION
Request Issued	October 27, 2017
Letter of Intent Due	November 29, 2017 by 2:00 p.m.
Written Questions Due	December 15, 2017 by 5:00 p.m.
Networking/Bidders Conference #1	December 6, 2017 @ 2:30 p.m. at: Castro Valley Library 3600 Norbridge Avenue, Chabot Room Castro Valley, CA 94546
Networking/Bidders Conference #2	December 7, 2017 @ 2:30 p.m. at: Behavioral Health Care Services 2000 Embarcadero Cove, Suite 400 Gail Steele/Alameda Room Oakland, CA 94606
Addendum #1 Issued	November 15, 2017
Addendum #2 Issued	December 13, 2017
Addendum #3 Issued	January 19, 2018
Addendum #4 Issued	April 9, 2018
Addendum #5 Issued	May 11, 2018
Response Due	May July 18, 2018 by 2:00 p.m.
Responses Opened and Announced in Public	May July 18, 2018 at 2:30 p.m. at 1000 San Leandro Blvd., 1 st Floor, San Leandro, CA 94577
Evaluation Period	May July 21-19 July August 3-19, 2018
Bidder Interviews	July August 26-31, 2018
Board Letter Recommending Award Issued	September 11, 2018
Board Consideration to Award	September 25, 2018
Board Award Date	September 25, 2018
Contract Start Date	October 1, 2018: Contractor will begin mobilization efforts to insure that it can begin service on service start date.
Service Start Date	12:00 a.m. July 1, 2019 or immediately following the conclusion of the previous provider contract, if different from the service start date listed in the RFP.

Note: Award and start dates are approximate.

The RFP Section I.A.2, Page 10 of the RFP is hereby modified and shall read as follows:

2. The EMS Agency is considering several possibilities for increasing reimbursement financing for ambulance contracts under federal and state programs. Therefore at this time, to maximize efficiency and performance, and to minimize financial and operational risk to taxpayers, the EMS Agency intends to award a direct contract from the EMS Agency to a single Contractor experienced in the business management, financing, and operation of large 911 ALS Ambulance Services, operating through high performance contracts (See Bidder [Minimum Qualifications - Section C.1](#)). The selected Contractor, as defined in this RFP, must directly employ all Key Personnel **as described in this RFP, or, to the extent a “Key Personnel” role is filled by a subcontractor or its employee, the Contractor must contractually assume an equivalent level of responsibility for the subcontractor and its “Key Personnel” equivalent, including but not limited to communication, oversight, and control** as well as EMT’s and Paramedics as described in this RFP. However, the selected Contractor may subcontract ancillary services, such as billing; professional, legal, and advisory services; and fleet maintenance. All services provided by the Contractor shall be substantively integrated, meaning that all components of Contractor’s services shall be integrated and provided throughout the EOA, and no services shall be exclusively dedicated to areas smaller than the EOA or severable from the services provided to the entire EOA.

The RFP definition of Key Personnel within the ACRONYM AND TERM GLOSSARY on Page 8, is hereby modified and shall read as follows:

Key Personnel	Personnel in key leadership positions as described in this RFP directly employed by the Contractor with their primary physical location of work within Alameda County. Each Key Personnel position must be filled by a separate individual, who is fully committed to and responsible for the functions of that position, with appropriate authority to direct and oversee the Contractor’s Alameda County 911 Ambulance Services. All Key Personnel are subject to prior approval by the EMS Agency.
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The RFP Section I.O.1. SUBMITTAL OF BIDS, Page 37 of the RFP is hereby modified and shall read as follows:

1. All bids must be SEALED and must be received at the Alameda County Emergency Medical Services Agency by 2:00 p.m. on the due date specified in the Calendar of Events. All bids received shall remain sealed until they are opened at the same time in public. All bids will be opened at 2:30 p.m. at the Alameda County Emergency Medical Services Agency on ~~May~~ **July** 18, 2018 and the following recorded and read aloud to the persons present:
 - a. RFP number
 - b. Submission date
 - c. General description of service being procured
 - d. Names of responders
 - e. Amounts proposed
 - f. Any other information the EMS Agency determines is necessary

The RFP EXHIBIT A-1- PROPOSAL REQUIREMENTS / MINIMUM SERVICES REQUIREMENTS Section III.I.1., Page 77 is hereby modified and shall read as follows:

1. The EMS Agency recognizes the Contractor's need to ensure adequate supervision of its personnel and the delegation of authority to address day-to-day operational needs. Personnel in key leadership positions as described in this section shall ~~be directly employed by the Contractor with~~ **have** their primary physical location of work within Alameda County. ~~Contracting for the services of these personnel by the Contractor is not acceptable.~~ Each position listed in 5 a-f and 6 a-e in this section must be filled by a separate individual, who is fully committed to and responsible for the functions of that position, with appropriate authority to direct and oversee the Contractor's Alameda County 911 Ambulance Services. The EMS Director, EMS Medical Director, or their designees shall have direct access to these individuals. All Key Personnel are subject to prior approval by the EMS Agency.

The RFP EXHIBIT A-1- PROPOSAL REQUIREMENTS / MINIMUM SERVICES REQUIREMENTS Section III.I.5., Pages 78 – 80 is hereby modified and shall read as follows:

5. Key Personnel:

The EMS Agency shall at all times have direct access to the Key Personnel identified in this RFP. This includes the right to call regular meetings with Key Personnel, as well as unscheduled inspections, interviews, and visits. Key Personnel shall be required to cooperate fully with the EMS Agency.

a. Qualifications and Experience

Each of the Key Personnel listed in this section must have a minimum of five (5) years of experience providing or directly overseeing provision of the services identified for each position as required by a high performance contract to a primary 911 Ambulance Services provider with exclusivity at the ALS level for an operating area of greater than 800,000 persons, with size, geographical spread, population densities, and call volume proportionately similar to those of the County of Alameda's EOA. Proposals shall include a list of and resumes for Key Personnel associated with the RFP. Provide no more than two pages of information for each person. The following information shall be included:

- (1) Relationship with Bidder, including job title and years of employment with Bidder
- (2) Role that the person will play in connection with the RFP
- (3) Business address, telephone, fax number, and e-mail
- (4) Educational background
- (5) Relevant experience
- (6) Relevant awards, certificates or other achievements

b. Operations Director: Contractor shall employ a 1.0 FTE Operations Director to oversee and be wholly responsible for the overall functioning of the Contractor's Alameda County

911 Emergency Ambulance Services. **To the extent the Operations Director role is filled by a subcontractor or its employee, the Contractor must contractually assume an equivalent level of responsibility for the subcontractor and its Operations Director equivalent, including but not limited to communication, oversight, and control.** This person shall have prior experience managing a large, high-performance EMS system. This person shall be a champion of quality management, and ensure all upper-level management positions are trained and participate.

- (1) This person shall have training in the American Ambulance Association's Ambulance Service Manager Certificate Program, or the equivalent, within twelve (12) months of their appointment.
- (2) The Operations Director shall perform the duties of the Account Manager who shall be responsible for the Alameda County EMS Agency account/contract. ([see Section M, Account Manager/ Support Staff in this RFP](#))

The EMS Director and EMS Medical Director must approve the individual filling this position, which will require a background check and resume verification. In the event that this approval is withheld or withdrawn, Contractor shall appoint a qualified replacement acceptable to the EMS Agency.

- c. **Finance Manager:** Contractor shall employ a 1.0 FTE Finance Manager to oversee and be responsible only for the financial performance of the Contractor's Alameda County operations. **To the extent the Finance Manager role is filled by a subcontractor or its employee, the Contractor must contractually assume an equivalent level of responsibility for the subcontractor and its Finance Manager equivalent, including but not limited to communication, oversight, and control.** This person shall be qualified by education, training,

and experience to manage the financial operations of a large, complex organization that provides 911 Emergency Ambulance Services.

- d. **Health/Safety/Risk Management Specialist:** Contractor shall employ a 1.0 FTE Health, Safety, and Risk Management Specialist responsible to develop and maintain comprehensive employee health, safety, and risk management programs. This shall include but not be limited to training employees on health and safety policies, procedures, and regulations; verifying compliance with federal, state, and local regulations; assuring proper records are completed and filed; and assuring health and safety deficiencies are quickly identified and resolved. **To the extent the Health, Safety, and Risk Management Specialist role is filled by a subcontractor or its employee, the Contractor must contractually assume an equivalent level of responsibility for the subcontractor and its Health, Safety, and Risk Management Specialist equivalent, including but not limited to communication, oversight, and control.**

- e. **Provider Medical Director:** Contractor shall employ at a minimum a 0.5 FTE, licensed physician and surgeon, who is
- (1) board-certified in emergency medicine
 - (2) experienced in emergency medicine
 - (3) experienced and preferably fellowship-trained in emergency medical services.

To the extent the Provider Medical Director role is filled by a subcontractor or its employee, the Contractor must contractually assume an equivalent level of responsibility for the subcontractor and its Provider Medical Director equivalent, including but not limited to communication, oversight, and control.

The EMS Director and EMS Medical Director must approve

the individual filling this position, which will require a background check and resume verification. In the event that this approval is withheld or withdrawn, Contractor shall appoint a qualified replacement acceptable to the EMS Agency.

This Physician shall oversee the Contractor's clinical performance. The Physician shall also be responsible for and facilitate the procurement and oversight of pharmaceuticals used by the Contractor in delivering service including controlled substances. The Provider Medical Director is distinct from, and does not have the powers or authority of the Medical Director of the Local EMS Agency, as defined in [California Health and Safety Code section 1797.202](#).

- f. **Quality Manager:** Contractor shall employ a 1.0 FTE registered nurse who is highly qualified and experienced in emergency and critical care, or a paramedic who is highly qualified and experienced, to implement and oversee Contractor's on-going quality management. **To the extent the Quality Manager role is filled by a subcontractor or its employee, the Contractor must contractually assume an equivalent level of responsibility for the subcontractor and its Quality Manager equivalent, including but not limited to communication, oversight, and control.** This individual shall be responsible for the medical quality assurance evaluation of all services provided pursuant to this Contract. This individual or their designee will have sufficient rank and ability to directly conduct clinical investigations and the authority to take appropriate corrective action.

The EMS Director and EMS Medical Director must approve the individual filling this position, which will require a background check and resume verification. In the event that this approval is withheld or withdrawn, Contractor shall appoint a qualified replacement acceptable to the EMS Agency.

The RFP EXHIBIT A-2- REGULATORY COMPLIANCE AND FINANCIAL PROVISIONS Section IV.L.11., Page 149 is hereby modified and shall read as follows:

11. Failure to ~~directly and~~ continuously employ Key Personnel or suitable replacement(s) approved by and performing to the satisfaction of the EMS Director and/or EMS Medical Director at any time during the course of the Contract term;