**\*\*IMPORTANT NOTICE\*\***

* The format of this RFP has been simplified.
* Only the following pages require signatures:

1. Exhibit A – Bid Response Packet, Bidder Information and Acceptance page
   1. Must be signed by Bidder
2. Exhibit A – Bid Response Packet, SLEB Information Sheet
   1. Must be signed by Bidder
   2. Must be signed by SLEB Partner if subcontracting to a SLEB

Please read **EXHIBIT A – Bid Response Packet** carefully, **INCOMPLETE BIDS MAY BE REJECTED.** Alameda County will not accept submissions or documentation after the bid response due date.

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. HCSA-900122

**for**

**Consulting for**

**Emergency Medical Services (EMS) System Redesign**

|  |  |
| --- | --- |
| **Bidders Conference #1: October 4, Monday, 2:00 PM**  Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_Y2VlOTU5ZmItMzE4NC00MGUwLWE1MDAtNzc4NWE0YmM5NTY5%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  **Or call in (audio only)**  [+1 415-915-3950,,176110179#](tel:+14159153950,,176110179# )   United States, San Francisco  [(888) 715-8170,,176110179#](tel:8887158170,,176110179# )   United States (Toll-free)  Phone Conference ID: 176 110 179#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=176110179) | [Reset PIN](https://mysettings.lync.com/pstnconferencing) | **Bidders Conference #2: October 5, 2021, Tuesday, 11:00 AM**  Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODg3MWYxOWQtZTgzZC00NDhkLWJhYTMtZjQzZTEyYzMwNWQ3%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  **Or call in (audio only)**  [+1 415-915-3950,,797753068#](tel:+14159153950,,797753068# )   United States, San Francisco  [(888) 715-8170,,797753068#](tel:8887158170,,797753068# )   United States (Toll-free)  Phone Conference ID: 797 753 068#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=797753068) | [Reset PIN](https://mysettings.lync.com/pstnconferencing) |
| **For complete information regarding this project, see RFP posted at** [**http://www.acgov.org/gsa\_app/gsa/purchasing/bid\_content/contractopportunities.jsp**](http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp) **or contact the County representative listed below. Thank you for your interest!**  **Contact Person: Laniana Lewaseni**  **Phone Number: (510) 667-7408**  **E-mail Address:** [**Laniana.Lewaseni@acgov.org**](mailto:Laniana.Lewaseni@acgov.org) | |

**RESPONSE DUE**

by

**2:00 p.m.**

on

**October 21, 2021**

at

**Alameda County, Health Care Services Agency**

**1000 San Leandro Blvd, Suite 300, San Leandro, CA 94577**

Description: Description: Description: branding.jpgAlameda County is committed to reducing environmental impacts across our entire supply chain.

If printing this document, please print only what you need, print double-sided, and use recycled-content paper.

COUNTY OF ALAMEDA

REQUEST FOR PROPOSAL No. HCSA-900122

SPECIFICATIONS, TERMS & CONDITIONS

for

Consulting for

**Emergency Medical Services (EMS) System Redesign**

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APPENDIX

[appendix 1 – EMS System redesign](#Appendix)

# STATEMENT OF WORK

## INTENT

It is the intent of these specifications, terms, and conditions to describe **the consulting services** requested by the Alameda County Health Care Services Agency (HCSA), Emergency Medical Services (EMS) Agency. The awarded bidder **will assist HCSA/EMS Agency in conducting:**

* An assessment of the current Emergency Medical Services (EMS) system in Alameda County, including effective consolidation and review of information and recommendations given by workgroups; and
* A future procurement for exclusive ambulance services in the Countywide Exclusive Operation Area (EOA), including support with development of the Request for Proposal (RFP), contracting, implementation, and post-implementation assessment and reporting for the services procured.

The County intends to award a 3-year contract to the bidder(s) selected as the most responsible bidder(s) whose response conforms to the RFP and meets the County’s requirements. The amount of the contract must not exceed $300,000 over the 3-year period and bidders may not request budgets above this amount in their proposal.

## BACKGROUND

HCSA is the health authority for the County of Alameda, with a mission to foster safe and healthy communities, promote high quality services, and achieve health equity. To achieve this mission, HCSA builds and maintains a comprehensive network of public and private partnerships; and develops operations and services that respond to changes in economic and policy environments.

The County’s EMS Agency, operating under HCSA’s Office of the Agency Director (OAD), plans, implements, evaluates, and regulates the EMS system throughout the County, including non-emergency and 9-1-1 communications, dispatch, response, treatment, and transport services provided by a network of prehospital providers, hospital-based emergency departments, and critical and specialty care centers. EMS Agency ensures the efficiency, effectiveness, and quality of the system through program and policy development and implementation, regulation, contract monitoring, research, and education. The EMS Injury Prevention Program conducts extensive outreach to children and older adults to prevent unintentional injuries with a focus on bike, helmet, and passenger safety for children and fall prevention and medication safety for older adults. Additionally, EMS Agency has assumed responsibility for the Health and Medical Disaster Preparedness and Response Program which is charged with developing plans and building capacity for response to community-wide disasters.

HCSA seeks to enhance the delivery of high quality 9-1-1 ambulance services within its service areas to provide for the public health and safety of residents and visitors to Alameda County, especially in the context of the ongoing COVID-19 pandemic. EMS Agency is embarking on an EMS System redesign, aiming to move the EMS System, and the 9-1-1 ambulance services provided therein, away from the traditional mindset that “quicker is always better” and toward a new framework of “providing the right resource, to the right patient, at the right time, and at the lowest responsible cost.” This direction is supported by community need and clinical research and will support the financial stability of the system.

## SCOPE

The awarded contractor shall perform consulting services and related administrative activities, including, but not limited to:

1. Facilitating and executing a comprehensive assessment of the current Emergency Medical Services (EMS) system;
2. Assisting County staff in the development of a future procurement for exclusive 9-1-1 Emergency Ambulance Transport Services in the Countywide Exclusive Operation Area (EOA);
3. Supporting County staff with contract negotiations and implementation with the awarded bidder; and
4. Completing a post-implementation debriefing and after-action report reviewing the entire process.

These services will occur over four distinct phases, as outlined below. The awarded bidder and the EMS Agency Leadership will collaborate on the schedule for each of the first three phases to ensure adequate time is allotted for each. The procurement process for exclusive 9-1-1 Emergency Ambulance Transport Services will be scheduled to ensure that new 9-1-1 ambulance services will begin under the new contract by July 1, 2024. The fourth phase shall be completed after July 1, 2024.

**Phase 1**

Phase 1 will include all work related to facilitating and executing a comprehensive assessment of the current EMS system, including prior stakeholders’ input. An overview of the subject areas to be addressed in the assessment and resulting recommendations is provided in Appendix 1.

During Phase 1, the Contractor will:

* Develop and provide a project timeline to complete Phase 1, as well as a tentative timeline for the subsequent phases, which will be accessible to EMS Agency leadership and/or other-directed entities, and be continually updated;
* Provide weekly updates of meetings and progress to EMS Agency Leadership;
* Immediately notify the EMS Agency Leadership of any challenges or barriers that impede progress so that assistance can be provided to mitigate those issues;
* Provide the EMS Agency Leadership with a comprehensive assessment of the current EMS system in Alameda County comparing the current system against industry standards and integrating existing stakeholder feedback to inform recommendations for the procurement for 9-1-1 ambulance services; and
* Present a complete assessment of the current EMS system and make recommendations, either in person or virtually as permissible based upon health and safety precautions, as well as outline the finalized timeline and objectives of Phase 2 to include the guidelines and protections put in place to insure the fair and competitive nature of the procurement for exclusive ambulance services.

**Phase 2**

Phase 2 will include work related to supporting the County-led procurement for exclusive 9-1-1 Emergency Ambulance Transport Services in the Countywide EOA. An overview of the objectives that will inform this procurement is provided in Appendix 1.

During Phase 2, the Contractor will:

* Support the project timeline to complete Phase 2, in adherence to the requirements of the County-led procurement, as well as a tentative timeline for the subsequent phases, which will be accessible to EMS Agency leadership and/or other-directed entities and be continually updated.
* Support HCSA and EMS Agency Leadership in utilizing Phase 1 recommendations in the procurement for exclusive 9-1-1 Emergency Ambulance Transport Services in the Countywide EOA;
* Support the development of the procurement for exclusive 9-1-1 Emergency Ambulance Transport Services in the Countywide EOA, contributing and reviewing subject-matter expert content; and

**Phase 3**

Phase 3 will include work related to the negotiation and establishment of an agreement with the selected vendor.

During Phase 3, the Contractor will:

* Support a project timeline to complete Phase 3, ensuring the successful bidder has the adequate time of one (1) year for implementation, as well as a tentative timeline for Phase 4, which will be accessible to EMS Agency Leadership and/or other-directed entities, and be continually updated; and
* Support the County in negotiating and establishing a contract with the selected vendor; and
* Support the selected provider in the implementation, providing subject-matter expertise.

**Phase 4**

Phase 4 will include work related to review and assessment of selected vendor implementation.

During Phase 4, the Contractor will:

* Provide weekly updates of meetings and progress to EMS Agency Leadership;
* Immediately notify the EMS Agency of any challenges or barriers that impede progress so that assistance can be provided to mitigate those issues;
* Assess and evaluate the EMS System post-implementation and the ability of the selected vendor to meet all expectations of the procurement and the agreement;
* Provide the EMS Agency with a comprehensive debrief and after-action report detailing the full scope of the contractor’s work as a consultant, challenges encountered, successes, and opportunities for improvement for future EMS System redesign processes; and
* Present completed after-action report to entire stakeholder group and the County Board of Supervisors, either in person or virtually as permissible based upon health and safety precautions.

## BIDDER QUALIFICATIONS

To be eligible to participate in this RFP, Bidder must meet the following Bidder Minimum Qualifications:

* + 1. Bidder shall be regularly and continuously engaged for at least one (1) year in the business of providing consultation to a government entity on their procurement for exclusive ambulance services.
    2. Bidder shall demonstrate experience in assessing and designing ambulance systems (private, public, or mixed systems) providing 9-1-1 emergency medical services.
    3. Bidder shall possess and maintain all permits, licenses, and professional credentials necessary to supply product and perform services as specified in this RFP.

## Prime Bidders may not use the experience of proposed subcontractors to meet the Bidder Minimum Qualifications. Prime Bidders must meet the Bidder Minimum Qualifications in order to be considered for contract award. Prime Bidders may propose subcontractors in the bid response as part of the proposed scope of services; subcontractors are subject to County approval if the Prime Bidder is awarded a contract.

## SPECIFIC REQUIREMENTS

N/A

## DELIVERABLES/REPORTS

The awarded contractor must:

* Provide all services and maintain frequency of meetings or check-ins with EMS Agency, as detailed in the Scope section above;
* Provide continuous project management, coordination and support; and maintain ongoing communication with the County;
* Provide written reports and subject matter expertise pursuant to the work outlined in the Scope section for each phase.
* Provide a written report to the County and system stakeholders, as permitted, for each completed phase of the project outlining work that was completed and work to be done in the subsequent phase, if applicable.
* Prepare and deliver presentations to the County and outside audiences, while maintaining the integrity, and fair and competitive nature of the procurement for ambulance services; and
* Create an after-action report to review the implementation phase and the completed contract.

# CALENDAR OF EVENTS

|  |  |  |
| --- | --- | --- |
| **EVENT** | **DATE/LOCATION** | |
| Request Issued | September 27, 2021 | |
| Networking/Bidders Conference #1 | October 4, 2021  at 2:00 PM PST | Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_Y2VlOTU5ZmItMzE4NC00MGUwLWE1MDAtNzc4NWE0YmM5NTY5%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  **Or call in (audio only)**  [+1 415-915-3950,,176110179#](tel:+14159153950,,176110179# )  United States, San Francisco  [(888) 715-8170,,176110179#](tel:8887158170,,176110179# )  United States (Toll-free)  Phone Conference ID: 176 110 179#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=176110179) | [Reset PIN](https://mysettings.lync.com/pstnconferencing) |
| Networking/Bidders Conference #2 | October 5, 2021  At 11:00 AM PST | Microsoft Teams meeting  **Join on your computer or mobile app**  [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODg3MWYxOWQtZTgzZC00NDhkLWJhYTMtZjQzZTEyYzMwNWQ3%40thread.v2/0?context=%7b%22Tid%22%3a%2232fdff2c-f86e-4ba3-a47d-6a44a7f45a64%22%2c%22Oid%22%3a%22e767e265-de57-4b88-ad88-ba73d75943b2%22%7d)  **Or call in (audio only)**  [+1 415-915-3950,,797753068#](tel:+14159153950,,797753068# )   United States, San Francisco  [(888) 715-8170,,797753068#](tel:8887158170,,797753068# )   United States (Toll-free)  Phone Conference ID: 797 753 068#  [Find a local number](https://dialin.teams.microsoft.com/c44e85b4-06d5-44f1-aa66-048146aad930?id=797753068) | [Reset PIN](https://mysettings.lync.com/pstnconferencing) |
| **Written Questions Due** | **Due by 5:00 p.m. on October 5, 2021, via email to**  [**Laniana.Lewaseni@acgov.org**](mailto:Laniana.Lewaseni@acgov.orgni) | |
| List of Attendees | October 6, 2021 | |
| Q&A Issued | October 11, 2021 | |
| Addendum Issued (only if necessary to amend RFP/Q) | October 11, 2021 | |
| **Response Due** | **October 21, 2021, by 2:00 p.m.** | |
| Evaluation Period | October 21 – November 23, 2021 | |
| Vendor Interview, if applicable | November 18-19, 2021 | |
| Board Letter Recommending Award Issued | November 30, 2021 | |
| Board Consideration Award Date | December 14, 2021 | |
| Contract Start Date | December 1, 2021 | |

**Note**: Award and start dates are approximate.

## NETWORKING / BIDDERS’ CONFERENCES

* + 1. Networking/Bidders’ conferences will be held to:
       1. Provide an opportunity for Small Local Emerging Businesses (SLEBs) and large firms to network and develop subcontracting relationships in order to participate in the contract(s) that may result from this RFP.
       2. Provide an opportunity for Bidders to ask specific questions about the project and request RFP clarification.
       3. Provide the County with an opportunity to receive feedback regarding the project and RFP.
    2. The list of Bidders’ conference attendees will be released in a separate document.
    3. Questions will be addressed in an RFP Question and Answer (Q&A) Document following the networking/Bidders’ conference(s). Should there be a need to amend or revise the RFP, an addendum will be issued following the Networking/Bidders’ Conferences. The Q&A and Addendum are the final stance of the County.
    4. Potential Bidders are strongly encouraged to attend networking/bidders conference(s) in order to further facilitate subcontracting relationships. Vendors who attend a networking/bidders’ conference will be added to the Vendor Bid List. Failure to participate in a networking/bidders’ conference will in no way relieve the Contractor from furnishing goods and/or services required in accordance with these specifications, terms, and conditions. Attendance at a networking/bidders’ conference is highly recommended but is not mandatory.

# COUNTY PROCEDURES, TERMS, AND CONDITIONS

## EVALUATION CRITERIA / SELECTION COMMITTEE

All proposals that pass the initial Evaluation Criteria which are determined on a pass/fail basis will be evaluated by a County Selection Committee (CSC).  The County Selection Committee may be composed of County staff and other parties that may have expertise or experience in EMS system design and ambulance service contracting. The CSC will score and recommend a Contractor in accordance with the evaluation criteria set forth in this RFP.  Other than the initial pass/fail Evaluation Criteria, the evaluation of the proposals shall be within the sole judgment and discretion of the CSC.

All contact during the evaluation phase shall be through the Health Care Services Agency’s Special Projects Office. Bidder(s) shall neither contact nor lobby evaluators during the evaluation process. Attempts by Bidder(s) to contact and/or influence members of the CSC may result in disqualification of Bidder.

The CSC will evaluate each proposal meeting the qualification requirements set forth in this RFP. Bidder(s) should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments, or unrealistically high or low in cost, will be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of the County’s requirements as set forth in this RFP.

As a result of this RFP, the County intends to award a contract to the responsible Bidder(s) whose response conforms to the RFP and whose bid presents the greatest value to the County, all evaluation criteria considered. The combined weight of the evaluation criteria is greater in importance than cost in determining the greatest value to the County. The goal is to award a contract to the Bidder that proposes the County the best quality as determined by the combined weight of the evaluation criteria. The County may award a contract of higher qualitative competence over the lowest priced response.

The basic information that each section should contain is specified below, these specifications should be considered as minimum requirements. Much of the material needed to present a comprehensive proposal can be placed into one of the sections listed. However, other criteria may be added to further support the evaluation process whenever such additional criteria are deemed appropriate in considering the nature of the goods and/or services being solicited.

Each of the Evaluation Criteria below will be used in ranking and determining the quality of Bidders’ proposals. Proposals will be evaluated according to each Evaluation Criteria and scored on the zero to five-point scale outlined below. The scores for all Evaluation Criteria will then be added, according to their assigned weight (below), to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project is 550 points, including the possible 50 points for local and small, local and emerging, or local preference points (maximum 10% of final score).

The evaluation process may include a two-stage approach including an initial evaluation of the written proposal and preliminary scoring to develop a short list of Bidders that will continue to the final stage of oral interview and reference checks.  The preliminary scoring will be based on the total points, excluding points allocated to references and oral interview.

If the two-stage approach is used, the three Bidders receiving the highest preliminary scores and with at least 200 points will be invited to an oral interview.  Only the Bidders meeting the short-list criteria will proceed to the next stage.  All other Bidders will be deemed eliminated from the process.  All Bidders will be notified of the short list participants; however, the preliminary scores at that time will not be communicated to Bidders. The zero to five-point scale range is defined as follows:

|  |  |  |
| --- | --- | --- |
| 0 | Not Acceptable | Non-responsive, fails to meet RFP specification. The approach has no probability of success. If the unmet specification is a mandatory requirement, this score may result in disqualification of proposal. |
| 1 | Poor | Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving objectives per RFP. |
| 2 | Fair | Has a reasonable probability of success, however, some objectives may not be met. |
| 3 | Average | Acceptable, achieves all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members. |
| 4 | Above Average / Good | Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations. |
| 5 | Excellent / Exceptional | Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification. |

The Evaluation Criteria and their respective weights are as follows:

|  |  |  |
| --- | --- | --- |
|  | **Evaluation Criteria** | **Weight** |
|  | **Completeness of Response:**  Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria, and will receive no further consideration. Responses that are rated a Fail and are not considered may be picked up at the delivery location within 14 calendar days of contract award and/or the completion of the competitive process. | Pass/Fail |
|  | **Debarment and Suspension:**  Bidders, its principal and named subcontractors are not identified on the list of Federally debarred, suspended or other excluded parties located at [www.sam.gov/SAM/](https://www.sam.gov/SAM/). | Pass/Fail |
|  | **Description of Relevant Experience:**  Proposals will be evaluated against the RFP specifications and the questions below:  Does the Bidder have the desired relevant experience to conduct the scope of work outlined in this RFP?  Does the Bidder describe knowledge of emergency medical systems, various service provider compositions (such as public, private, and mixed models), system assessments, the development and management of Request for Proposals for exclusive ambulance services, and preparation of after-action reports?  Does the Bidder possess knowledge of state and local standards for EMS system design?  Does the Bidder include an example project that demonstrates the desired relevant experience? | 25 Points |
| **C.** | **Understanding of Need:**  Proposals will be evaluated against the RFP specifications and the question below:  Does the Bidder adequately demonstrate a firm understanding of the services needed and the larger construct of the procurement for exclusive ambulance services for which these services are requested? | 15 points |
| **D.** | **Description of Proposed Services:**  Proposals will be evaluated against the RFP specifications and the questions below:  Does the Bidder adequately address all portions of the scope of work described in this RFP?  Does the proposal adequately describe the approach to planning and implementation, as well as the proposed plan and schedule?  Does the Bidder describe methods of engaging County staff providers and other stakeholders?  To what extent does the Bidder describe services that will meet or exceed the requirements of this RFP?  Does the Bidder address any special resources, procedures or approaches that make the services of Bidder particularly advantageous to the County, as well as any limitations or restrictions of Bidder in providing the services that the County should be aware of in evaluating the proposal?  Does the proposal clearly explain the roles that each person assigned to the project will play in connection with the RFP?  Do the individuals assigned to the project possess relevant education, training, and experience to perform their roles in the scope of work? | 25 points |
| **G.** | **Deliverables and Reports:**  Proposals will be evaluated against the RFP specifications and the questions below:  Does Bidder demonstrate the capacity to produce and communicate the deliverables and reports described in this RFP?  Does the proposal sufficiently describe Bidder’s plan for meeting the reporting requirements described in this RFP? | 15 Points |
| **H.** | **Cost and Budget Narrative:**  The points for Cost will be computed by dividing the amount of the lowest responsive bid received by each Bidder’s total proposed cost.  While not reflected in the Cost evaluation points, an evaluation may also be made of:  1. Reasonableness (i.e., does the proposed pricing accurately reflect the Bidder’s effort to meet requirements and objectives? Does the proposed budget demonstrate an understanding of and adhere to the requirements described within this RFP?);  2. Realism (i.e., is the proposed cost appropriate to the nature of the products and services to be provided?); and  3. Affordability (i.e., the ability of the County to finance the services)  Consideration of price in terms of overall affordability may be controlling in circumstances where two or more proposals are otherwise adjudged to be equal, or when a superior proposal is at a price that the County cannot afford. | 10 Points |
| **I.** | **References (See Exhibit A – Bid Response Packet, page 10)** | Pass/Fail |
| **J.** | **Oral Interview:**  The oral interview on the proposal shall not exceed 60 minutes. The oral interview may include responding to standard and specific questions from the CSC regarding the Bidder’s proposal. The scoring may be revised based on the oral interview. | 10 Points |
| **SMALL LOCAL EMERGING BUSINESS PREFERENCE** | | |
|  | Local Preference: Points equaling five percent of the Bidder’s total score, for the above Evaluation Criteria, will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |
|  | Small and Local or Emerging and Local Preference: Points equaling five percent of the Bidder’s total score, for the above Evaluation Criteria, will be added. This will be the Bidder’s final score for purposes of award evaluation. | 5% |

## CONTRACT EVALUATION AND ASSESSMENT

During the initial 60-day period of any contract which may be awarded to the Contractor, the County may review the proposal, the contract, any goods, or services provided, and/or meet with the Contractor to identify any issues or potential problems.

The County reserves the right to determine, at its sole discretion, whether:

* + 1. The contractor has complied with all terms of this RFP; and
    2. Any problems or potential problems with the proposed goods and services were evidenced which make it unlikely (even with possible modifications) that such goods and services have met or will meet the County requirements.

If, as a result of such determination, the County concludes that it is not satisfied with Contractor, Contractor’s performance under any awarded contract and/or Contractor’s goods and services as contracted for therein, the Contractor will be notified that the contract is being terminated.  The contractor shall be responsible for returning County facilities to their original state at no charge to the County.  The County will have the right to invite the next highest-ranked Bidder to enter into a contract.  The County also reserves the right to re-bid this project if it is determined to be in its best interest to do so.

## NOTICE OF INTENT TO AWARD

* + 1. At the conclusion of the RFP response evaluation process (“Evaluation Process”), all Bidders will be notified in writing by e-mail, fax, or US Postal Service mail, of the contract award recommendation, if any, by HCSA - Special Projects Office. The document providing this notification is the Notice of Intent to Award.

The Notice of Intent to Award will provide the following information:

* + - 1. The name of the Bidder being recommended for contract award; and
      2. The names of all other parties that submitted proposals.
    1. At the conclusion of the RFP response evaluation process and negotiations, debriefings for unsuccessful Bidders will be scheduled and provided upon written request and will be restricted to discussion of the unsuccessful offeror’s bid. Under no circumstances will any discussion be conducted with regard to contract negotiations with the successful Bidder.
    2. The submitted proposals shall be made available upon request no later than five calendar days before approval of the award and contract is scheduled to be heard by the Board of Supervisors. Proposals will not be made available until contract negotiations with the selected vendor have concluded.

## Bid Protest/Appeals Process

HCSA prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Bidders wish to protest the bid process or appeal the recommendation to award a contract for this project once the Notices of Intent to Award/Non-Award have been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted by the County.

* + 1. Any bid protest by any Bidder regarding any other Bid must be submitted in writing to James Nguyen, HCSA Administrative Officer, 1000 San Leandro Blvd., Suite 300, San Leandro, CA 94577, Email: [James.Nguyen@acgov.org](mailto:James.Nguyen@acgov.org), **before 5:00 pm of the FIFTH (5th) business day following the date of issuance of the Notice of Intent to Award, not the date received by the Bidder**. A Bid protest received after 5:00 p.m. is considered received as of the next business day.
       1. The bid protest must contain a complete statement of the reasons and facts for the protest.
       2. The protest must refer to the specific portions of all documents that form the basis for the protest.
       3. The protest must include the name, address, email address, fax number and telephone number of the person representing the protesting party.
       4. The County Agency/Department will notify all Bidders of the protest as soon as possible.
    2. Upon receipt of the written protest, HCSA Director, or designee will review and evaluate the protest and issue a written decision. The HCSA Director, may, at its discretion, investigate the protest, obtain additional information, provide an opportunity to settle the protest by mutual agreement, and/or schedule a meeting(s) with the protesting Bidder and others (as appropriate) to discuss the protest. The decision on the bid protest will be issued at least ten (10) business days prior to the Board hearing or HCSA award date.   
         
       The decision will be communicated by e-mail, fax, or US Postal Service mail, and will inform the Bidder whether or not the recommendation to the Board of Supervisors or HCSA in the Notice of Intent to Award is going to change. A copy of the decision will be furnished to all Bidders affected by the decision. As used in this paragraph, a Bidder is affected by the decision on a Bid protest if a decision on the protest could have resulted in the Bidder not being the apparent successful Bidder on the Bid.
    3. The decision of the HCSA Director on the bid protest may be appealed to the Auditor-Controller's Office of Contract Compliance & Reporting (OCCR) located at 1221 Oak St., Room 249, Oakland, CA 94612, Fax: (510) 272-6502 unless the OCCR determines that it has a conflict of interest in which case an alternate will be identified to hear the appeal and all steps to be taken by OCCR will be performed by the alternate. The Bidder whose bid is the subject of the protest, all Bidders affected by the HCSA Director's decision on the protest, and the protestor have the right to appeal if not satisfied with the HCSA Director's decision. All appeals to the Auditor-Controller's OCCR shall be in writing and submitted within five (5) business days following the issuance of the decision by the HCSA Director, not the date received by the Bidder. An appeal received after 5:00 p.m. is considered received as of the next business day. An appeal received after the FIFTH (5th) business day following the date of issuance of the decision by the HCSA Director shall not be considered under any circumstances by the HCSA Director or the Auditor-Controller OCCR.
       1. The appeal shall specify the decision being appealed and all the facts and circumstances relied upon in support of the appeal.
       2. In reviewing protest appeals, the OCCR will not re-judge the proposal(s). The appeal to the OCCR shall be limited to review of the procurement process to determine if the contracting department materially erred in following the bid or, where appropriate, County contracting policies or other laws and regulations.
       3. The appeal to the OCCR also shall be limited to the grounds raised in the original protest and the decision by the HCSA Director. As such, a Bidder is prohibited from stating new grounds for a Bid protest in its appeal. The Auditor-Controller (OCCR) shall only review the materials and conclusions reached by the HCSA Director or department designee and will determine whether to uphold or overturn the protest decision.
       4. The Auditor’s Office may overturn the results of a bid process for ethical violations by HCSA staff, County Selection Committee members, subject matter experts, or any other County staff managing or participating in the competitive bid process, regardless of timing or the contents of a bid protest.
       5. The decision of the Auditor-Controller’s OCCR is the final step of the appeal process. A copy of the decision of the Auditor-Controller’s OCCR will be furnished to the protestor, the Bidder whose Bid is the subject of the Bid protest, and all Bidders affected by the decision.
    4. The County will complete the Bid protest/appeal procedures set forth in this paragraph before a recommendation to award the Contract is considered by the Board of Supervisors or HCSA.

The procedures and time limits set forth in this paragraph are mandatory and are each Bidder's sole and exclusive remedy in the event of Bid Protest. A Bidder’s failure to timely complete both the Bid protest and appeal procedures shall be deemed a failure to exhaust administrative remedies. Failure to exhaust administrative remedies, or failure to comply otherwise with these procedures, shall constitute a waiver of any right to further pursue the Bid protest, including filing a Government Code Claim or legal proceedings.

## TERM / TERMINATION / RENEWAL / CONFLICTS

* + 1. The term of the contract that may be awarded under this RFP, will be three (3) years.
    2. The County has and reserves the right to suspend, terminate or abandon the execution of any work by the Contractor without cause at any time upon giving to the Contractor prior written notice. In the event that the County should abandon, terminate, or suspend the Contractor’s work, the Contractor shall be entitled to payment for services provided hereunder prior to the notice of suspension, termination, or abandonment. The County may terminate the contract at any time without written notice upon a material breach of contract and substandard or unsatisfactory performance by the Contractor. In the event of termination with cause, the County reserves the right to seek any and all damages from the Contractor.  In the event of such termination with or without cause, the County reserves the right to invite the next highest ranked Bidder to enter into a contract or re-bid the project if it is determined to be in its best interest to do so.
    3. The County may, at its sole option, terminate any contract that may be awarded as a result of this RFP at the end of any County Fiscal Year, for reason of non‑appropriation of funds. In such event, the County will give Contractor at least 30 days written notice that such function will not be funded for the next fiscal period. In such event, the County will return any associated equipment to the Contractor in good working order, reasonable wear and tear excepted.
    4. In executing the Contract, the successful vendor must agree that it presently has no interest, and shall not have any interest, direct or indirect, which would conflict in any manner with the performance of services required under this Agreement. Without limitation, the successful vendor must represent to and agree with the County that it has no present, and will have no future, conflict of interest between providing the services described in this RFP and any other person or entity (including but not limited to any federal or state wildlife, environmental or regulatory agency, or any potential bidder on the 9-1-1 Ambulance Transport Services RFP resulting from this procurement) which has any interest adverse or potentially adverse to the County, as determined in the reasonable judgment of the Board of Supervisors of the County.

## APPLICABLE WAGE LAWS

* + 1. Federal and State minimum wage laws apply.

## AWARD

* + 1. Proposals will be evaluated by a committee and will be ranked in accordance with the RFP section titled “Evaluation Criteria/Selection Committee.”
    2. The committee will recommend award to the Bidder who, in its opinion, has submitted the proposal that best serves the overall interests of the County and attains the highest overall point score. Award may not necessarily be made to the Bidder with the lowest price.
    3. Small, Local, and Emerging Businesses: The County is vitally interested in promoting the growth of small and emerging local businesses by means of increasing the participation of these businesses in the County’s purchase of goods and services.

As a result of the County’s commitment to advance the economic opportunities of these businesses, **to be considered for the contract award** **Bidders must meet the County’s Small, Local, and Emerging Business (SLEB) requirements.** These requirements can be found online at:

<http://acgov.org/auditor/sleb/overview.htm>

For purposes of this bid, applicable industries include, but are not limited to, the following NAICS Code(s): 541611, 541612, 541614, 541618, 541690, 541990, 621910, 621999, 922910.

A small business is defined by the [United States Small Business Administration](http://www.sba.gov/) (SBA) as having no more than the number of employees or average annual gross receipts over the last three years required per SBA standards based on the small business's appropriate NAICS code.

An emerging business is defined by the County as having either annual gross receipts of less than one-half that of a small business OR having less than one-half the number of employees AND that has been in business less than five years.

* + 1. The County reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto; to waive informalities and minor irregularities in responses received; and to provide an opportunity for Bidders to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of the County.
    2. Any proposal/bids that contain false or misleading information may be disqualified by the County.
    3. The County reserves the right to award to a single or multiple Contractors.
    4. The County further reserves the right to cancel this RFP or decline to award a contract or any part thereof, for any reason at any time prior to the execution of a final contract with a selected vendor.
    5. No contract negotiated under this RFP may become final without the majority vote of the full Board of Supervisors at a properly-noticed public meeting.
    6. A contract must be negotiated, finalized, and signed by the recommended awardee prior to Board approval.
    7. Final Standard Agreement terms and conditions will be negotiated with the selected Bidder. Bidder may access a copy of the Standard Services Agreement template can be found online at:

<http://www.acgov.org/gsa/purchasing/standardServicesAgreement.pdf>

The template contains minimal Agreement boilerplate language only.

* + 1. The RFP specifications, terms, conditions and Exhibits, RFP Addenda and Bidder’s proposal, may be incorporated into and made a part of any contract that may be awarded as a result of this RFP.

## METHOD OF ORDERING

* 1. Individual order price quotations shall be provided upon request per project and shall include, but not be limited to, an identifying invoice number, date, requestor name and phone number, ship to location, itemization of services with complete description and a summary of total cost for services.
  2. A written PO and signed Standard Agreement contract will be issued upon Board approval.
  3. POs and Standard Agreements will be faxed, transmitted electronically, or mailed and shall be the only authorization for the Contractor to begin performing services.
  4. POs and payments for products and/or services will be issued only in the name of Contractor.
  5. Contractor shall adapt to changes to the method of ordering procedures as required by the County during the term of the contract.
  6. Change orders shall be agreed upon by Contractor and County and issued as needed in writing by County.

## INVOICING

* + 1. Contractor shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services.
    2. County will use best efforts to make payment within 30 days following receipt and review of invoice and upon complete satisfactory receipt of product and performance of services.
    3. County shall notify Contractor of any adjustments required to invoice.
    4. Invoices shall contain County PO number, invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
    5. Contractor shall utilize standardized invoice upon request.
    6. Invoices shall only be issued by the Contractor who is awarded a contract.
    7. Payments will be issued to, and invoices must be received from the same Contractor whose name is specified on the POs.
    8. The County will pay Contractor monthly or as agreed upon, not to exceed the total quoted in the bid response.

## ACCOUNT MANAGER / SUPPORT STAFF

* + 1. Contractor shall provide a dedicated competent account manager who shall be responsible for the County account/contract. The account manager shall receive all orders from the County and shall be the primary contact for all issues regarding Bidder’s response to this RFP and any contract which may arise from this RFP.
    2. Contractor shall also provide adequate, competent support staff that shall be able to service the County during normal working hours, Monday through Friday. Such representative(s) shall be knowledgeable about the contract, products and/or services offered and able to identify and resolve quickly any issues including but not limited to order and invoicing problems.
    3. Contractor account manager shall be familiar with County requirements and standards and work with the HCSA to ensure that established standards are adhered to.
    4. Contractor account manager shall keep the County Specialist informed of requests from departments as required.

# INSTRUCTIONS TO BIDDERS

## COUNTY CONTACTS

HCSA – Special Projects Office is managing the competitive process for this project on behalf of the County. All contact during the competitive process is to be through the HCSA only.

The evaluation phase of the competitive process shall begin upon receipt of sealed bids until a contract has been awarded. Bidders shall not contact or lobby evaluators during the evaluation process. Attempts by Bidder to contact evaluators may result in disqualification of Bidder.

All questions regarding these specifications, terms and conditions are to be submitted in writing, preferably via e-mail by 5:00 p.m. on October 5, 2021, to:

Laniana Lewaseni

Alameda County, Health Care Services Agency

1000 San Leandro Blvd, Suite 300 San Leandro, CA 94577

E-Mail: [Laniana.Lewaseni@acgov.org](mailto:Laniana.Lewaseni@acgov.org) PHONE: (510) 667-7408

The GSA Contracting Opportunities website will be the official notification posting place of all Requests for Interest, Proposals, Quotes and Addenda. Go to <http://www.acgov.org/gsa_app/gsa/purchasing/bid_content/contractopportunities.jsp> to view current contracting opportunities.

## SUBMITTAL OF BIDS

1. All bids must be SEALED and must be received at the Health Care Services Agency of Alameda County BY 2:00 p.m. on the due date specified in the Calendar of Events.

NOTE: LATE AND/OR UNSEALED BIDS CANNOT BE ACCEPTED. IF HAND DELIVERING BIDS, PLEASE ALLOW TIME FOR METERED STREET PARKING OR PARKING IN AREA PUBLIC PARKING LOTS AND ENTRY INTO SECURE BUILDING.

Bids will be received only at the address shown below, and by the time indicated in the Calendar of Events. Any bid received after said time and/or date or at a place other than the stated address cannot be considered and will be returned to the bidder unopened.

All bids, whether delivered by an employee of Bidder, U.S. Postal Service, courier, or package delivery service, must be received and time stamped at the stated address prior to the time designated. The Procurement department's timestamp shall be considered the official timepiece for the purpose of establishing the actual receipt of bids.

1. Bids are to be addressed and delivered as follows:

**Alameda County, Health Care Services Agency**

**RFP No. HCSA-900122**

**Attn: Laniana Lewaseni**

**1000 San Leandro Blvd, Suite 300**

**San Leandro, CA 94577**

**Bidder's name, return address, and the RFP number and title must also appear on the mailing package.**

**\*PLEASE NOTE that on the bid due date, a bid reception desk will be open between 9:00 a.m. – 2:00 p.m. and will be located on the third floor at 1000 San Leandro Blvd., Suite 300.**

1. Bidders are to submit one original hardcopy bid (Exhibit A – Bid Response Packet, including additional required documentation), with original ink signatures, plus three copies of their proposal. Original proposal is to be clearly marked

“ORIGINAL” with copies to be marked “COPY.” All submittals should be printed on plan white paper and must be either loose leaf or in a 3-ring binder (**NOT** bound). It is preferred that all proposals submitted shall be printed double-sided and on minimum 30% post-consumer recycled content paper. Inability to comply with the 30% post-consumer recycled content recommendation will have no impact on the evaluation and scoring of the proposal.

Bidders **must** also submit an electronic copy of their proposal. The electronic copy must be in a single file (PDF with OCR preferred) and shall be an **exact** scanned image of the original hard copy Exhibit A – Bid Response Packet, including additional required documentation. The file must be on disk or USB flash drive and enclosed with the sealed original hardcopy of the bid.

All signatures must be present in the electronic bid response (e.g., Bidders may want to sign any pages that require signature, scan them, and make them part of the electronic file).

1. BIDDERS SHALL NOT MODIFY BID FORM(S) OR QUALIFY THEIR BIDS. BIDDERS SHALL NOT SUBMIT TO THE COUNTY A SCANNED, RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF THE BID FORM(S) OR ANY OTHER COUNTY-PROVIDED DOCUMENT.
2. No email (electronic) or facsimile bids will be considered.
3. All costs required for the preparation and submission of a bid shall be borne by Bidder.
4. Only one bid response will be accepted from any one person, partnership, corporation, or other entity; however, several alternatives may be included in one response. For purposes of this requirement, “partnership” shall mean, and is limited to, a legal partnership formed under one or more of the provisions of the California or other state’s Corporations Code or an equivalent statute.
5. All other information regarding the bid responses will be held as confidential until such time as the County Selection Committee has completed its evaluation, a recommended award has been made by the County Selection Committee, and the contract has been fully negotiated with the recommended awardee named in the recommendation to award/non-award notification(s). The submitted proposals shall be made available upon request no later than five calendar days before the recommendation to award and enter into contract is scheduled to be heard by the Board of Supervisors. All parties submitting proposals, either qualified or unqualified, will be sent recommendation to award/non-award notification(s), which will include the name of the bidder to be recommended for award of this project. In addition, award information will be posted on the County’s “Contracting Opportunities” website, mentioned above.
6. Each bid received Each bid received will be entered into a log identifying each bidder. This record will be available to the public upon request.
7. California Government Code Section 4552: In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the bidder.
8. Bidder expressly acknowledges that it is aware that if a false claim is knowingly submitted (as the terms “claim” and “knowingly” are defined in the California False Claims Act, Cal. Gov. Code, § 12650 et seq.), County will be entitled to civil remedies set forth in the California False Claim Act. It may also be considered fraud and the Contractor may be subject to criminal prosecution.
9. The undersigned Bidder certifies that it is, at the time of bidding, and shall be throughout the period of the contract, licensed by the State of California to do the type of work required under the terms of the Contract Documents. Bidder further certifies that it is regularly engaged in the general class and type of work called for in the Bid Documents.
10. It is understood that County reserves the right to reject this bid and that the bid shall remain open to acceptance and is irrevocable for a period of 180 days, unless otherwise specified in the Bid Documents.

## RESPONSE FORMAT

* + 1. Bid responses are to be straightforward, clear, concise, and specific to the information requested.
    2. For bids to be considered complete, Bidder **must** provide responses to all information requested. See Exhibit A – Bid Response Packet.
    3. Bid responses, in whole or in part, are NOT to be marked confidential or proprietary. The County may refuse to consider any bid response or part thereof so marked. Bid responses submitted in response to this RFP may be subject to public disclosure.  County shall not be liable in any way for disclosure of any such records. Please refer to the County’s website at: <http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm> for more information regarding Proprietary and Confidential Information policies.

**EXHIBIT A**

**BID RESPONSE PACKET**

**RFP No. HCSA-900122**

**Consulting for Emergency Medical Services (EMS) System Redesign**

To: The County of Alameda

From: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Official Name of Bidder)

##### AS DESCRIBED IN THE SUBMITTAL OF BIDS SECTION OF THIS RFP, BIDDERS ARE TO SUBMIT ONE ORIGINAL HARDCOPY BID (EXHIBIT A – BID RESPONSE PACKET), INCLUDING ADDITIONAL REQUIRED DOCUMENTATION), WITH ORIGINAL INK SIGNATURES, PLUS THREE COPIES AND ONE ELECTRONIC COPY OF THE BID IN PDF (with OCR preferred)

* + **ALL PAGES OF THE BID RESPONSE PACKET (EXHIBIT A) MUST BE SUBMITTED IN TOTAL WITH ALL REQUIRED DOCUMENTS ATTACHED THERETO; ALL INFORMATION REQUESTED MUST BE SUPPLIED; ANY PAGES OF EXHIBIT A (OR ITEMS THEREIN) NOT APPLICABLE TO THE BIDDER MUST STILL BE SUBMITTED AS PART OF A COMPLETE BID RESPONSE, WITH SUCH PAGES OR ITEMS CLEARLY MARKED “N/A”**
  + **BIDDERS SHALL NOT SUBMIT TO THE COUNTY A RE-TYPED, WORD-PROCESSED, OR OTHERWISE RECREATED VERSION OF EXHIBIT A – BID RESPONSE PACKET OR ANY OTHER COUNTY-PROVIDED DOCUMENT**
  + **ALL PRICES AND NOTATIONS MUST BE PRINTED IN INK OR TYPEWRITTEN; NO ERASURES ARE PERMITTED; ERRORS MAY BE CROSSED OUT AND CORRECTIONS PRINTED IN INK OR TYPEWRITTEN ADJACENT, AND MUST BE INITIALED IN INK BY PERSON SIGNING BID**
  + **BIDDER MUST QUOTE PRICE(S) AS SPECIFIED IN RFP.**
  + **BIDDERS THAT DO NOT COMPLY WITH THE REQUIREMENTS, AND/OR SUBMIT INCOMPLETE BID PACKAGES, SHALL BE SUBJECT TO DISQUALIFICATION AND THEIR BIDS REJECTED IN TOTAL**
  + **IF BIDDERS ARE MAKING ANY CLARIFICATIONS AND/OR AMENDMENTS, OR TAKING EXCEPTION TO POLICIES OR SPECIFICATIONS OF THIS RFP, INCLUDING THOSE TO THE COUNTY SLEB POLICY, THESE MUST BE SUBMITTED IN THE EXCEPTIONS, CLARIFICATIONS, AMENDMENTS SECTION OF THIS EXHIBIT A – BID RESPONSE PACKET IN ORDER FOR THE BID RESPONSE TO BE CONSIDERED COMPLETE**

**BIDDER INFORMATION AND ACCEPTANCE**

1. The undersigned declares that the Bid Documents, including, without limitation, the RFP, Addenda, and Exhibits have been read.
2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the Bid Documents of RFP No. HCSA-900122 – Consulting for EMS System Redesign.
3. The undersigned has reviewed the Bid Documents and fully understands the requirements in this Bid including, but not limited to, the requirements under the County Provisions, and that each Bidder who is awarded a contract shall be, in fact, a prime Contractor, not a subcontractor, to County, and agrees that its Bid, if accepted by County, will be the basis for the Bidder to enter into a contract with County in accordance with the intent of the Bid Documents.
4. The undersigned acknowledges receipt and acceptance of all addenda.
5. The undersigned agrees to the following terms, conditions, certifications, and requirements found on the County’s website:

* [**Debarment / Suspension Policy**](http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/debar.htm>]

* [**Iran Contracting Act (ICA) of 2010**](http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/ica.htm>]

* [**General Environmental Requirements**](http://www.acgov.org/gsa/departments/purchasing/policy/environ.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/environ.htm>]

* **Small Local Emerging Business Program**

[<http://acgov.org/auditor/sleb/overview.htm>]

* [**First Source**](http://www.acgov.org/gsa/departments/purchasing/policy/first.htm)

[<http://acgov.org/auditor/sleb/sourceprogram.htm>]

* [**Online Contract Compliance System**](http://www.acgov.org/gsa/departments/purchasing/policy/compliance.htm)

[<http://acgov.org/auditor/sleb/elation.htm>]

* [**General Requirements**](http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/genreqs.htm>]

* [**Proprietary and Confidential Information**](http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm)

[<http://www.acgov.org/gsa/departments/purchasing/policy/proprietary.htm>]

1. The undersigned acknowledges that Bidder will be in good standing in the State of California, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFP and associated Bid Documents.
2. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a Bid, the Bidder certifies that if awarded a contract they will make no claim against the County based upon ignorance of conditions or misunderstanding of the specifications.
3. Patent indemnity: Vendors who do business with the County shall hold the County of Alameda, its officers, agents, and employees, harmless from liability of any nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.
4. Insurance certificates are not required at the time of submission. However, by signing Exhibit A – Bid Response Packet, the Contractor agrees to meet the minimum insurance requirements stated in the RFP. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in the RFP.
5. The undersigned acknowledges ***ONE*** of the following (please check only one box):

Bidder is not local to Alameda County and is ineligible for any bid preference; **OR**

Bidder is a certified SLEB and is requesting 10% bid preference; (Bidder must check the first box and provide its SLEB Certification Number in the SLEB Partnering Information Sheet – page 10 of Exhibit A Bid Response Packet); **OR**

Bidder is LOCAL to Alameda County and is requesting 5% bid preference, and has attached the following documentation to this Exhibit:

* Copy of a verifiable business license, issued by the County of Alameda or a City within the County; and
* Proof of six months business residency, identifying the name of the vendor and the local address. Utility bills, deed of trusts or lease agreements, etc., are acceptable verification documents to prove residency.

Official Name of Bidder:

Street Address Line 1:

Street Address Line 2:

City: State: Zip Code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Webpage:

Type of Entity / Organizational Structure (check one):

  Corporation  Joint Venture  Partnership

Limited Liability Partnership  Limited Liability Corporation  Non-Profit / Church

Sole Proprietor

Other:

Jurisdiction of Organization Structure:

Date of Organization Structure:

Federal Tax Identification Number:

Primary Contact Information:

Name / Title:

Telephone Number: Fax Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail Address:

##### 

##### SIGNATURE:

Name and Title of Signer:

Dated this day of 20

**BID FORM(S):**

**BUDGET TABLE**

Bidder hereby certifies to County that all representations, certifications, and statements made by Bidder, as set forth in this Bid Form and attachments are true and correct and are made under penalty of perjury pursuant to the laws of California.

The proposed budget should state all costs, including staffing, indirect costs etc., for the proposed services for three years and must not exceed $300,000.

Bidder shall use the Budget Table Template included below (with limited modifications) to present a comprehensive budget to deliver the proposed services requested in the Scope and Specific Requirements sections of this RFP as well as expected client outcomes related to those services during the contract term.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Budget Item** | **Phase 1** | **Phase 2** | **Phase 3** | **Phase 4** | **Totals by Category** |
| **Personnel Expenses** | A picture containing text, outdoor  Description automatically generated |  |  |  |  |
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|  |  |  |  |  |  |
| **Personnel Expenses Subtotal** |  |  |  |  |  |
| **Subcontracting Expenses** |  |  |  |  |  |
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|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Subcontracting Expenses Subtotal** |  |  |  |  |  |
| **Operating Expenses** |  |  |  |  |  |
|  |  |  |  |  |  |
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|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Operating Expenses Subtotal** |  |  |  |  |  |
| **Indirect Expenses**  (Not to exceed 14.9% of total budget) |  |  |  |  |  |
| **Total Amounts by Phase** |  |  |  |  |  |
| **Total Bid Amount Not to Exceed** | **$300,000** | | | | |

**REQUIRED DOCUMENTATION AND SUBMITTALS**

**All of the specific documentation listed below is required to be submitted with the Exhibit A – Bid Response Packet in order for a bid to be deemed complete. Bidders shall submit all documentation, in the order listed below and clearly label each section with the appropriate title (i.e., Table of Contents, Letter of Transmittal, etc.).**

1. **Table of Contents**: Bid responses shall include a table of contents listing the individual sections of the PROPOSAL and their corresponding page numbers. Tabs should separate each of the individual sections.
2. **Letter of Transmittal**: Bid responses shall include a description of bidder’s history, including capabilities and approach in providing services to the County, and provide a brief synopsis of the highlights of the Proposal and overall benefits of the Proposal to the County. Description should also include a statement of how the bidder meets each of the Minimum Bidder Qualifications described in Section I.D. This synopsis should not exceed three (3) pages in length and should be easily understood.
3. **Exhibit A – Bid Response Packet:** Every bidder must fill out and submit the complete Exhibit A – Bid Response Packet.

##### Bidder Information and Acceptance:

* + 1. Every Bidder must select one choice under Item 10 of page 3 of Exhibit A, and must fill out, submit a signed page 4 of Exhibit A.

##### SLEB Partnering Information Sheet:

* + 1. Every bidder must fill out and submit a signed SLEB Partnering Information Sheet, (found on page 9 of Exhibit A) indicating their SLEB certification status. If bidder is not certified, the name, identification information, and goods/services to be provided by the named CERTIFIED SLEB partner(s) with whom the bidder will subcontract to meet the County SLEB participation requirement must be stated. For any CERTIFIED SLEB subcontractor(s) named, SLEB Partnering Information Sheet must be signed by the CERTIFIED SLEB(s) according to the instructions. All named SLEB subcontractor(s) must be certified by the time of bid submittal.

##### References:

* + 1. Bidders must use the templates on page 10 of this Exhibit A – Bid Response Packet to provide references.
    2. Bidders are to provide a list of current and former clients. References must be satisfactory as deemed solely by County. References should have similar scope, volume, and requirements to those outlined in these specifications, terms, and conditions.
* Bidders must verify the contact information for all references provided is current and valid.
* Bidders are strongly encouraged to notify all references that the County may be contacting them to obtain a reference.
* Bidders are strongly encouraged to list references that can validate experience in developing procurements for emergency ambulance services and contract negotiations.
  + 1. The County may contact some or all of the references provided to determine Bidder’s performance record on work similar to that described in this request. The County reserves the right to contact references other than those provided in the Response and to use the information gained from them in the evaluation process.



##### Exceptions, Clarifications, Amendments:

* + 1. This shall include clarifications, exceptions, and amendments, if any, to the RFP and associated Bid Documents, and shall be submitted with your bid response using the template on page 11 of this Exhibit A – Bid Response Packet.

##### THE COUNTY IS UNDER NO OBLIGATION TO ACCEPT ANY EXCEPTIONS, AND SUCH EXCEPTIONS MAY BE A BASIS FOR BID DISQUALIFICATION.

1. **Description of Relevant Experience (3-4 single-spaced pages):** Bid response shall describe the Bidder’s relevant experience to deliver the services requested in the Scope and Specific Requirements sections of this RFP. Bidder shall also describe:

* Description of Bidder’s knowledge of emergency medical services systems, various service provider compositions (such as public, private, and mixed models), system assessments, the development of Request for Proposals for exclusive ambulance service, and preparation of after-action reports;
* Description of Bidder’s knowledge of state and local standards for EMS system design; and
* Description of an example project that demonstrates the desired relevant experience.

1. **Understanding of Need (1-2 single-spaced pages):** Bid response shall demonstrate a firm understanding of the services needed and the larger construct of the procurement for exclusive ambulance service for which these services are requested.
2. **Description of the Proposed Services (5-10 single-spaced pages)**: Bid response shall include a description of the proposed services requested in the Scope and Specific Requirements sections of this RFP as well as expected client outcomes related to those services during the contract term. Bidder shall also describe:

* Bidder’s approach to planning and implementing the services described in this RFP;
* Implementation plan and schedule;
* How Bidder will engage County staff, providers, and other stakeholders;
* An explanation of how the services in the bid response will meet or exceed the requirements of the County;
* A description of any special resources, procedures or approaches that make the services of Bidder particularly advantageous to the County; and
* An explanation of any limitations or restrictions of Bidder in providing the services that the County should be aware of in evaluating its response to this RFP.

In addition, bid responses shall include a list of key personnel associated with the RFP; that is, key personnel who will provide services described in this RFP or are part of the project team. Bidders shall indicate who the primary contact person with EMS Agency will be. For each person on the list, the following information shall be included:

* A picture containing text, outdoor

  Description automatically generatedThe person’s relationship with Bidder, including job title and years of employment with Bidder;
* The role that the person will play in connection with the RFP;
* Person’s educational background; and relevant experience, certifications, and/or merits.

If there are plans for hiring, the bidder shall describe the position specifications.

Supplemental documentation on key personnel qualifications will not count towards the page limit of indicated for this section. this submittal.

1. **Deliverables and Reports (1-2 single-spaced pages)**: Bid response shall provide a written plan to describe the capacity to produce and communicate the deliverables and reports described in this RFP, including but not limited to:

* Proposed methods of data collection and analysis;
* A sample of the proposed format for periodic reporting, based on the parameters listed in the “Deliverables/Report” section above;
* A communication plan to transmit reports.

1. **Cost and Budget Narrative (2-4 single-spaced pages)**: Bidder shall use the budget table template on Page 5 of this Exhibit A, to detail proposed costs for a three-year period in an amount not to exceed $300,000 The bidder’s proposed budget shall state costs, including staffing, indirect costs, etc. for the proposed services. In addition to the Budget Table, Bidder shall provide a budget narrative to aid the reader in evaluating the budget.

The budget information presented in the budget table and budget narrative combined shall include:

* The positions of all individuals that will perform the services;
* The percentage of FTE (one full-time employee = 100% FTE) for all personnel listed as well as salary information.
* Brief justification for each line item (for operational or subcontractor costs).

1. **Appendix 1 - EMS System Redesign Project:** Bidders are encouraged to review Appendix 1 as they prepare their bid response packet. Appendix 1 is for reference only; no submission is required.

### SMALL LOCAL EMERGING BUSINESS (SLEB) PARTNERING INFORMATION SHEET

**RFP No. HCSA-900122 – Consulting for EMS System Redesign**

In order to meet the Small Local Emerging Business (SLEB) requirements of this RFP, all bidders must complete this form as required below.

Bidders not meeting the [definition of a SLEB (http://acgov.org/auditor/sleb/overview.htm](http://acgov.org/auditor/sleb/overview.htm)) are required to subcontract with a SLEB for at least 20% of the total estimated bid amount in order to be considered for contract award. SLEB subcontractors must be independently owned and operated from the prime Contractor with no employees of either entity working for the other. This form must be submitted for each business that bidders will work with, as evidence of a firm contractual commitment to meeting the SLEB participation goal. (Copy this form as needed.) The prime contractor must hold at least a majority (>50%) of the total estimated bid amount.

Bidders are encouraged to form a partnership with a SLEB that can participate directly with this contract. One of the benefits of the partnership will be economic, but this partnership will also assist the SLEB to grow and build the capacity to eventually bid as a prime on their own.



Once a contract has been awarded, bidders will not be able to substitute named subcontractors without prior written approval from the Auditor-Controller, Office of Contract Compliance & Reporting (OCCR).

County departments and the OCCR will use the web-based Elation Systems to monitor contract compliance with the SLEB program (Elation Systems: <http://www.elationsys.com/elationsys/>).

**BIDDER IS A CERTIFIED SLEB (sign at bottom of page)**

**SLEB BIDDER Business Name: SLEB Certification #: SLEB Certification Expiration Date: NAICS Codes Included in Certification:**

**BIDDER IS NOT A CERTIFIED SLEB AND WILL SUBCONTRACT\_\_ % WITH THE SLEB NAMED BELOW FOR THE FOLLOWING GOODS/SERVICES:**

**SLEB Subcontractor Business Name: SLEB Certification #: SLEB Certification Expiration Date: SLEB Certification Status: Small Emerging**

**NAICS Codes Included in Certification: SLEB Subcontractor Principal Name:**

**SLEB Subcontractor Principa****l Signature: Date:**

**Upon award, prime Contractor and all SLEB subcontractors** that receive contracts as a result of this bid process agree to register and use the secure web-based ELATION SYSTEMS. ELATION SYSTEMS will be used to submit SLEB subcontractor participation including, but not limited to, subcontractor contract amounts, payments made, and confirmation of payments received.

Bidder Printed Name/Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Street Address: City State Zip Code

Bidder Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### REFERENCES

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### RFP NO. HCSA-900122 – CONSULTING FOR EMS System redesign

##### Bidder Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- |
| Organization Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

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| Organization Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

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| Organization Name: | Contact Person: |
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| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

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| Organization Name: | Contact Person: |
| Address: | Telephone Number: |
| City, State, Zip: | E-mail Address: |
| Services Provided / Date(s) of Service: | |

### EXCEPTIONS, CLARIFICATIONS, AMENDMENTS

### RFP No. HCSA-900122 – CONSULTING FOR ems system redesign

**Bidder Name:**

List below requests for clarifications, exceptions, and amendments, if any, to the RFP and associated Bid Documents, and submit with your bid response.

The County is under no obligation to accept any exceptions and such exceptions may be a basis for bid disqualification.



X

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| --- | --- | --- | --- |
| **Reference to:** | | | **Description** |
| Page No. | Section | Item No. |  |
| **p. 23** | **D** | **1**E**.c.** | ***Vendor takes exception to…*** |
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\*Print additional pages as necessary.

**EXHIBIT B**

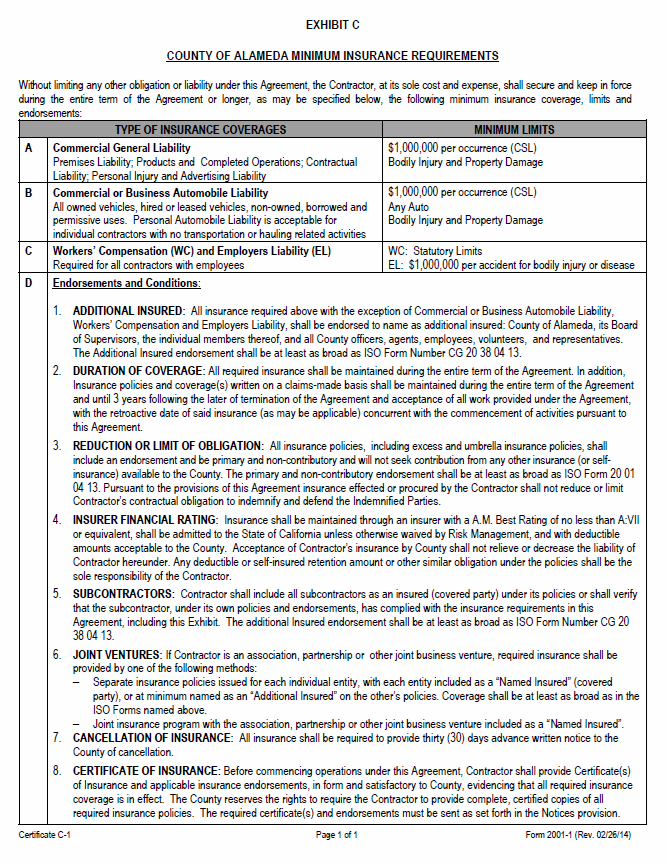
**INSURANCE REQUIREMENTS**

Insurance certificates are not required at the time of submission; however, by signing Exhibit A – Bid Packet, the bidder agrees to meet the minimum insurance requirements stated in the RFP, prior to award. This documentation must be provided to the County, prior to award, and shall include an insurance certificate and additional insured certificate, naming the County of Alameda, which meets the minimum insurance requirements, as stated in this Exhibit B – Insurance Requirements.

The following page contains the minimum insurance limits, required by the County of Alameda, to be held by the Contractor performing on this RFP:



**\*\*\*SEE NEXT PAGE FOR COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS\*\*\***





**Appendix 1**

**EMS System Redesign**

(For reference only)

**Phase 1**

Phase 1 will include all work related to facilitating and executing a comprehensive assessment of the current EMS system. The assessment and resulting recommendations will address, at minimum, each of the following subject areas, identifying the current state and recommended future state of each subject:

1. Use of communication system, including dispatch and communication practices and configuration, including Medical Priority Dispatch System (MPDS) for prioritization and tiered response and non-response;
2. Response time and outlier performance standards, including a population-based analysis of existing urban, suburban, rural, and wilderness zones;
3. Clinical oversight and performance measures;
4. Clinically-based response time performance standards;
5. Integration and use of Advanced Life Support and Basic Life Support responders;
6. Deployment of ambulance response resources;
7. Data and performance reporting requirements;
8. EMS provider staffing and schedules relative to fatigue and crew/patient safety;
9. Options for less expensive and state-of-the-art transport for behavioral health clients and those transported pursuant to Welfare and Institutions Code, Section 5150;
10. Assessing feasibility for future community paramedic, innovated system design, and mobile healthcare demands, including:
    * Efficacy of on-scene treat and release;
    * Efficacy of alternative destinations within Alameda County;
    * Efficacy of leveraging telemedicine/telehealth;
    * Efficacy of 9-1-1 triage for non-response;
    * Efficacy of a tiered 9-1-1 system;
11. EMS System financial analysis, including:
    * Evaluation of incumbents audited financials;
    * Payor mix;
    * Cost containment strategies.

**Phase 2**

Phase 2 will include work related to supporting the County-led procurement for exclusive 9-1-1 Emergency Ambulance Transport Services in the Countywide EOA. County procurement for ambulance services will be informed by system assessment and prior stakeholder feedback, as well as the following objectives listed below:

* Preserve a high level of emergency medical response throughout Alameda County;
* Ensure that the ambulance services meet the needs of the patients at a reasonable and efficient cost;
* Ensure that the ambulance services comply with the state and local standards for services;
* Ensure that the ambulance services are procured in a manner that is fair, competitive, and in the best interest of the County.
* Ensure that EMS System Redesign does not prohibit or give any preferential bias towards any particular system model as long as all aspects of the procurement are appropriately addressed, and the model is sustainable.
* Establish response time standards for urban/suburban/rural/wilderness response areas, based on Medical Priority Dispatch System (MPDS) and priority system categories.
* Provide options to assure operational, clinical, and financial transparency and sustainability of selected vendor.

**Phase 3**

Phase 3 will include work related to the negotiation and establishment of an agreement with the selected vendor. During Phase 3, the Contractor will support the County in negotiating and establishing a contract with the selected vendor, and support the selected provider in the implementation by providing subject matter expertise.

**Phase 4**

Phase 4 will include work related to review and assessment of selected vendor implementation. During Phase 4, the Contractor will:

* Assess and evaluate the EMS System post-implementation and the ability of the selected vendor to meet all expectations of the procurement and the agreement
* Provide the EMS Agency with a comprehensive debrief and an after-action report detailing the full scope of the contractor’s work as a consultant, challenges encountered, successes, and opportunities for improvement for future EMS System redesign processes;
* Present completed after-action report to entire stakeholder group and the County Board of Supervisors, either in person or virtually as permissible based upon health and safety precautions.