



REQUEST FOR PROPOSALS

EXCLUSIVE OPERATOR FOR 9-1-1 EMERGENCY
ADVANCED LIFE SUPPORT AMBULANCE TRANSPORT
SERVICES FOR AN EXCLUSIVE OPERATING AREA (OR
AREAS) WITHIN CALAVERAS COUNTY

RFP# MVEMS-2020-3



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Mountain-Valley EMS Agency



Process for RFP Development

Conducted Listening Sessions:

1. Key County Leaders
2. MVEMSA
3. Fire Services
4. Mark Twain Hospital
5. Ambulance Providers
6. Sheriff Department
7. Dispatchers



Strengths

- System is working well
- Professional ambulance programs
- Good Clinical Care
- Strong partnerships & commitment to Calaveras County
- System Stakeholders are open to system changes to improve the system



Challenges

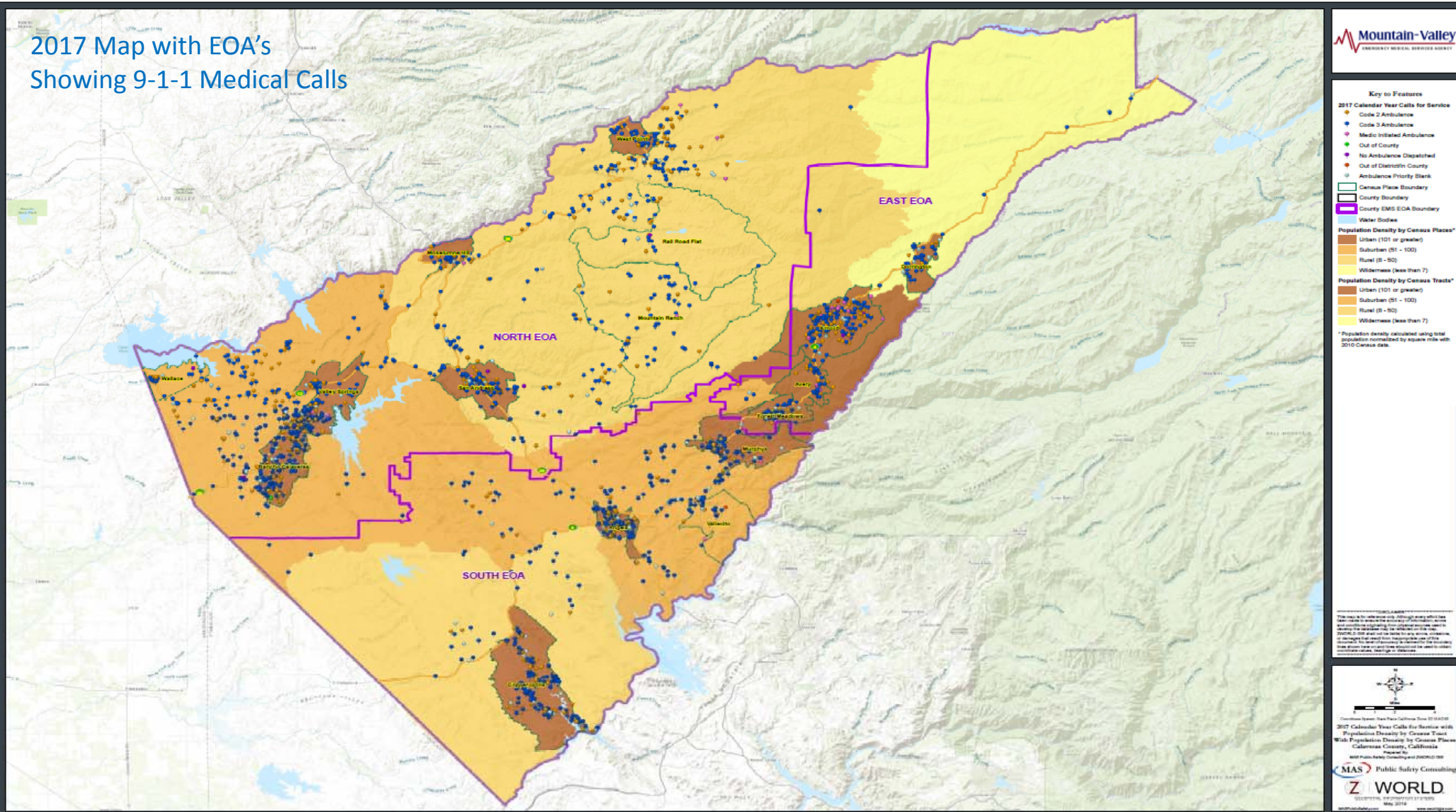
- Long out of county transports
- Closest ambulance not always dispatched
- Dispatch radio transmission issues
- Employee retention
- Aged equipment, ambulances, no hydraulic gurneys
- Limited Bariatric capability
- Response zones need updating
- Financial sustainability
- Lack of consistent use of data for decision-making



Current Ambulance Response Times

Zone	Code 2	Code 3
North	29	20
South	29	20

2017 Map with EOA's Showing 9-1-1 Medical Calls





Recommended System Enhancements

- Maintain Clinical excellence
- Response-time reliability
- Economic efficiency & stability
- Customer satisfaction
- Improvement to the ambulance provider agreements
- Long term contract to encourage investment in the system
- New zone mapping with corresponding response times
- AVL/MDC coordination with closest ambulance dispatch
- Compliance based on 90 percent
- Opportunity for ALS Fire
- Co-training between agencies

Technology for Realtime System Monitoring

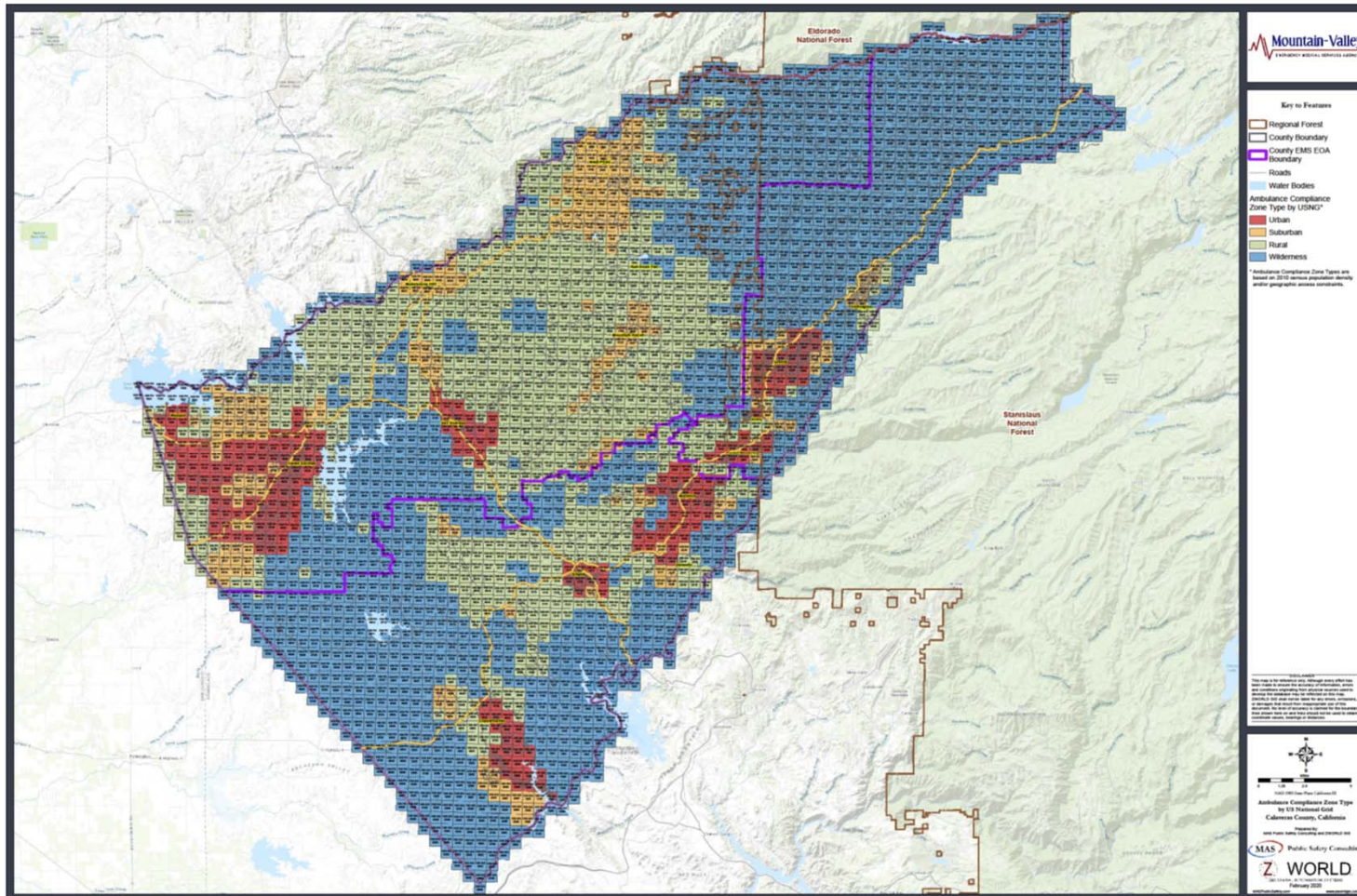


How is Your System Performing, *Right Now?*

OCU - a real-time web enabled tool to simplify and manage contractual compliance

FirstPass - an automated system that alerts when a patient care report doesn't match your agency's protocols.

Updated Response Time Zones





Opportunities with Fire Services

The Proposer is encouraged to include an agreement with the Copperopolis Fire Protection District to provide ALS fire first response services in the difficult to serve area to meet the requirements of this RFP

Proposer to compensate fire first responder services rendered as a result of any partnership agreement.

Recommended Ambulance Response Times with ALS Fire Partnership

Call Type for North and South EOA	Ambulance without Fire Agreement	ALS Fire Response Time with Contractor Agreement	Ambulance with ALS Fire Agreement
Urban Response to 90 percent of calls each month			
Code 3	13:59	9:59	19:59
Code 2	17:59	13:59	23:59
Suburban Response to 90 percent of calls each month			
Code 3	19:59	17:59	27:59
Code 2	23:59	21:59	31:59
Rural Response to 90 percent of calls each month			
Code 3	29:59	27:59	37:59
Code 2	33:59	31:59	41:59
Wilderness (Audit each call)			
Code 3	ASAP	ASAP	ASAP
Code 2	ASAP	ASAP	ASAP



Additional Considerations

MVEMSA acknowledges there are difficult to reach urban response areas surrounded by continuous rural and wilderness zones.

Proposers are encouraged to consider ways to improve response times and strengthen the health and welfare of community members in those remote urban areas.

The awarded Proposer shall participate in joint County and MVEMSA efforts to access grant and other potential funding opportunities or other methods to achieve this goal.

Participation may include workgroups, grant writing, application to local/state and federal programs that may support this initiative.



Changes from 1st RFP Release

- References to east zone deleted
- Significant changes to response time mapping
- Increased response time standard in urban and some suburban zones based on new mapping
- Clarified language in first responder agreement section
- Increased allowable vehicle mileage from 250,000 to 300,000 miles
- Changes to liquidated damages:
 - Reduced all damages by 50% to bring them in-line with current contracts or lower
 - All response zones for Code 2 and Code 3 calls in each zone will be combined for liquidated damages calculations. Blending will lower actual damages paid.
 - Response time *reporting* will still be by each zone/mode of response.
- Lowered insurance limits based on the rural nature of the County



Next Steps

Proposals Due - 11:30 AM August 13

Time and Place of Response Opening – 1:30 PM, August 13

Oral Presentations – 9:00 AM, August 27

Notice of Intent to Award - 10:00 AM, September 2

Last Day to Protest - 10:00 AM, September 9

Award to Provider – 1:00 PM September 23

Implementation of Service – 8:00 AM, April 1, 2021

- MVEMSA reserves the right to modify dates and times

Questions?