

**RFP #13-010-21, Emergency Ambulance Services
Clarification Questions/Answers**

1. **May we have a complete copy of the current contract in Shelby County including all appendices and the current ambulance rates for emergency and non-emergency transportation, fee for service charges and mileage charges?**

To obtain a copy of the current contract and appendices, you will have to make a public records request in writing to Ms. Edna Ward, Shelby County Attorney's Office, at Edna.Ward@shelbycountyttn.gov.

2. **How many actual transports result from responses in Shelby County?**

Shelby County Government does not track this information. This is compiled by the current Vendor.

3. **May we have a copy of the last 12 months of compliance reports and associated damages paid by the current provider in Shelby County?**

To obtain a copy of the requested information, you will have to make a public records request in writing to Ms. Edna Ward, Shelby County Attorney's Office, at Edna.Ward@shelbycountyttn.gov.

4. **What is the County definition of the incorporated response areas vs. unincorporated response areas as referenced in the RFP for compliance purposes?**

The incorporated areas include Arlington, Millington, Lakeland, Germantown and Collierville.

5. **We are requesting daily call data and fields for the calendar year of 2011 and 2012. The requested fields are:**

a.) **Time stamp segments for each call request for service. To include:**

- **Time received**
- **Time assigned/dispatched**
- **Time enroute to scene**
- **Time on scene**
- **Time enroute from scene**
- **Time at destination**
- **Time available**

- Time clear
- b.) Call location address with associated X, Y coordinates for each request for service.

See Attachments

- c.) Priority and any associated codes to determine emergency v non-emergency for each request for service.

Currently the Shelby County Fire Alarm Office utilizes the Medical Protocol Dispatch System. However, at this time all ambulances respond in emergency status due to the performance requirements.

- d.) Fire Station, X, Y coordinates if applicable.

See Attachments

- e.) Shelby County map and street file: Main info required is background GIS shape files, Road network and posted road speeds.

This technology is not currently available.

- 6. Please provide gross revenue by payer (Medicare, Medicaid, private insurance, private pay, etc.) mix for Shelby County for the past year.

Shelby County Government does not invoice for ambulance transport. This is done by the Current Vendor.

- 7. Page 4, Section I. Introduction – RFP Reference Language “...where one or multiple successful candidate(s) will be selected and invited to enter into a contractual relationship...”

Question/Comment: What is the maximum number of services that will be selected to operate under this RFP and how will Shelby County determine what amount to pay each provider as a subsidy if multiple providers are selected?

The intent is to award the contract to one provider. However, a joint venture is acceptable.

8. Page 9, Section VI. Living Wage

Question/Comment: Will the County allow the calculation of the Living Wage Rate per hour to be reflective of a work week greater than 40 hours per week as long as the annual amount meets the requirements of 104% of the Federal Poverty Level for a family of four? For instance, the 2012 Living Wage Rate for the County would be \$23,972 per annum, which calculates to \$11.53 per hour on a 40 hour week. However, our work weeks would run 42 or 48 hours per week and the calculated rate would become \$10.98 and \$9.60 respectively.

The Living Wage Rate should be calculated on a 40 hour work week.

9. Page 10, Section VII. General Requirements A. Background – RFP Reference Language “The new contract will be an exclusive E-911 emergency service contract...”

Question/Comment: This seems to conflict with the statement referenced above. Please clarify if there will be multiple awards or a single service selected.

See answer to question 7.

10. Page 10, Section VII. General Requirements C. Project Timeframe – RFP Reference Language “...Initial term will be...through June 30, 2018, with option to renew for one (1) additional year period.”

Question/Comment: Is this only a single one year extension or is this indicating a single 5-year term renewal?

The County will have the option to renew for 1 additional year. At the end of the extension year the contract will cease.

11. Page 13, Section IX. Purpose/Scope of Work, B. General Duties (7) – RFP Reference - Language “...Contractor will also install...new CAD”

Question/Comment:

a. Is there a specific CAD system or software Shelby County is requiring?

Current CAD system is Motorola Premier CAD version 6.6.8.65. CAD system runs Mobile PMDC through Motorola. All vehicles have AVL – Advanced Vehicle Locations with external GPS antennas on each vehicle. The operating system must be windows XP and Windows 7 compliant. This system will be upgraded or replaced with the next 2 years. The County is currently writing a RFP for a CAD system.

b. Does this include the hardware and workspace to operate this new CAD system?

The contractor will provide all hardware MDT- (mobile data terminals) and vehicle mounting brackets.

12. Page 16, Section IX. Purpose/Scope of Work, F. Available Ambulances (3) – RFP Reference Language “...fire stations may be used to house ambulances...”

Question/Comment:

a. Does this include the opportunity to house crews in appropriate crew quarters?

Yes

b. Is there any charge to the provider associated with this opportunity to house ambulances?

There is no charge. However, the County feels that the vendor should take this into account when preparing the cost of the subsidy.

13. Page 16, Section IX. Purpose/Scope of Work, G. Response Time (2) – RFP Reference Language “...shall have a response time compliance rate of ninety percent ...to all calls within incorporated areas of Shelby County...”

Question/Comment: Will the County verify this is in reference to emergency calls only?

Yes, all calls under this agreement will be considered emergency runs.

14. Page 17, Section IX. Purpose/Scope of Work, G. Response Time (4) – RFP Reference Language “If...the Contractor fails to respond...within...performance requirement...it shall pay response damages.”

Question/Comment: Will the County provide response time penalties paid by month for each calendar year of 2011 and year-to-date for 2012?

To obtain a copy of the requested information, you will have to make a public records request in writing to Ms. Edna Ward, Shelby County Attorney’s Office, at Edna.Ward@shelbycountyttn.gov.

15. Page 17, Section IX. Purpose/Scope of Work, G. Response Time – RFP Reference Language “Regarding multiple references to response damages”

Question/Comment: What is the dollar amounts associated with response damages, and how are they calculated.

1st violation - \$15,000.00

2nd violation - \$20,000.00

\$25,000.00 for any subsequent violation in a continuous twelve month period beginning with the first violation.

16. Page 19, Section IX. Purpose/Scope of Work, I. Personnel (4) – RFP Reference Language “The Contractor shall utilize a work schedule along with shift assignments that are consistent with the Shelby County Fire Department.”

Question/Comment: Will the County provide the current work schedule and shift assignments as referenced?

The Shelby County Fire Department’s schedule consist of three shifts: (A, B, & C) 24hrs. on, 24hrs. off / 24hrs. on, 24hrs. off / 24hrs. on 24hrs. off / then 96hrs. off (this cycle continues to repeat itself.)

17. Page 23, Section X. Contract Requirements, A. General Requirements (8) Employment of County Workers – RFP Reference Language “(a) The Contractor shall not engage, on a full or part-time or other basis during the period of the Contract, any professional or technical personnel who are in the current employment of the County.”

Question/Comment: Does this statement exclude us from hiring as part-time any Fire, Sheriff or any other full-time County employee that may hold EMS certification?

Yes, nor can any County employees work for the contracted ambulance service.

18. Page 32, Section XI. Proposal Submission, C. Proposal Format (5) References – RFP Reference Language “...including at least three (3) references for whom the proposer has provided services similar...”

Question/Comment: On page 34 of the scoring section, there is a requirement for at least ten (10) references for a maximum point value. Are these two sections exclusive of each other? Please clarify the reference requirements.

Please list a total of 10 references, 3 of which should somewhat mirror the requirements of this RFP.

19. Is the contracted County Medical Director considered a County employee for the purposes of the RFP no-contact rules?

No, the medical director for the county is contracted.

20. Section IX. A.2

Question/Comment: In regards to the reference of Critical Care units, what is the expectation of the County's use and availability for this resource?

Critical Care Units are not required for this RFP. All Units within this system must operate at the Advanced Life Support Level in accordance with State of Tennessee Rules and Regulations.

21. Section IX. B.6

Question/Comment: "The Contractor must allow ambulances to be dispatched, located, and monitored by the Shelby County Ambulance". Can the County clarify "locate"? Will this be control over placement of ambulances or the ability to locate via GPS and know the location?

The vendor along with EMROC will discuss and plan for the placement of the units. As far as the term "locate", this refers to the ability to locate via AVL and know the unit's location.

22. Section IX. B.7

Question/Comment: Is it the expectation of the vendor to purchase a complete new CAD for Shelby County dispatch?

No, however, the vendor's equipment will have to interface with the equipment of the Shelby County Fire Department's Alarm Office.

23. Section IX. B.11

Question/Comment: What does the term "fees for service" encompass?

Transport Rates. These may be adjusted when the Medicare Rates either increase or decrease with the approval of EMROC. Private Pay or Private Insurance rates will be approved by EMROC prior to being placed into effect.

24. Section IX. B.11

Question/Comment: Will the transport rates be subject to increases over the term of the contract?

Transport Rates. These may be adjusted when the Medicare Rates either increase or decrease with the approval of EMROC. Private Pay or Private Insurance rates will be approved by EMROC prior to being placed into effect.

25. Section IX. B.12

Question/Comment: In reference to “standbys”, will the vendor be able to use an in service Shelby County 911 unit to provide this resource?

Yes

26. Section IX. D.1

Question/Comment: Will this software be made available to the vendor or will this be the responsibility of the vendor to purchase?

This is the Vendor’s responsibility.

27. Section IX. F.4

Question/Comment: With regards to housing supervisors, will there be space for them to be housed in fire stations in these respective zones?

Yes

28. Section X. B.6 and 7

Question/Comment: The RFP refers to both a performance bond and an irrevocable letter of credit. Will the County accept one or the other to comply with this section?

An irrevocable letter of credit from a local Shelby County Bank will suffice.

29. Options – Number of Units

Question/Comment: In regards to the options and the number of units required. Will the County be open to exceptions based on the annexations beginning January 2013?

Yes, if this occurs the ambulance system along with the contract will be adjusted adequately.

30. Other – Proprietary Information

Question/Comment: There will be a substantial amount of proprietary information in the response to the RFP. Will this information be subject to public disclosure or will the County maintain the confidentiality of this information if marked as such?

Any information submitted to Shelby County Government will be subject to public disclosure.

31. Page 17, Section IX. Purpose/Scope of Work, G. Response Time (3) – RFP Reference Language “Response time shall be calculated from the moment the Contractor’s ambulance is notified of the emergency service request until the Contractor’s ambulance arrives on the scene, and shall include call processing and dispatch time, turnout time, and travel time.”

Question/Comment:

a. Do response time requirements apply to non-emergency calls dispatched through the County Communications center?

At this time all EMS calls within the 911 system will have an emergency response.

b. Does the County use fractile response time measurement to calculate the Contractor’s response times?

Yes

32. Page 18, Section IX. Purpose/Scope of Work, H. Ambulance Specifications (1) – RFP Reference Language “All ambulances used for emergency patient transportation shall be not more than five (5) years old from the date of sale as a new vehicle, and shall not have been used more than 250,000 miles. All ambulances used for the non-emergency transportation of patients shall be not more than five (5) years old from the date of sale as a new vehicle, and shall not have been used more than 250,000 miles. Both emergency and non-emergency ambulances should be consistent with the (Type I or III Version). Ambulances must meet the State of Tennessee’s Division of Emergency Medical Services Guidelines. This shall remain in effect unless otherwise approved in writing by the County.”

Question/Comment: Since no information on non-emergency transported volume was included as part of the RFP specifications, will the Contractor be held to age / mileage limits on fleet used for non-emergency transports that do not originate through the County system?

At this time all EMS calls within the 911 system will have an emergency response. Any non-emergency or convalescent transports are not included under this contract. Therefore if the Vendor chooses to have a separate operation outside of this contract then the Vendor will not be held to these stipulations.

33. **Page 19, Section IX. Purpose/Scope of Work, I. Personnel (4) – RFP Reference Language “The Contractor shall utilize a work schedule along with shift assignments that are consistent with the Shelby County Fire Department’s. The Contractor shall not allow personnel to work no more than 36 consecutive hours, followed by a maximum of 12 hours off-duty, with a maximum of 96 hours to be worked in any 7 day work week.”**

Question/Comment: Is the Contractor permitted to staff ambulances responding to non-emergency requests with two basic EMTs (BLS)?

Every ambulance under this contract will be maintained at the ALS level.

34. **Page 28, Section X. Contract Requirements, A. Indemnification and Insurance Requirements (2) Insurance/Bond Requirements – RFP Reference Language “(7) Irrevocable Letter of Credit – The Contractor must provide with its proposal a \$1,000,000 irrevocable letter of credit. The letter of credit shall be maintained during the life of the Contract. If any Contractor is unable to comply with the provisions of this requirement, it must specify its reasons in its response to the RFP.”**

Question/Comment: Is it the County’s intent to only activate a letter of credit with the Contractor upon contract execution?

Yes