

**CITY OF HERMOSA BEACH
1315 VALLEY BLVD
HERMOSA BEACH, CA 90254**

**REQUEST FOR PROPOSALS
EMERGENCY AMBULANCE
TRANSPORTATION SERVICES**



The City of Hermosa Beach
Emergency Ambulance Transportation Services Request for
Proposals

Proposal, Grading Recommendation and Selection

SECTION I: OVERVIEW

The City of Hermosa Beach (City) is initiating a Request for Proposal (RFP) for Emergency Ambulance Transportation. The exclusive contract awarded pursuant to this RFP is for a five (5) year term, commencing on or before January 1, 2018 at 12:00 a.m. and ending on December 31, 2023 at 11:59 p.m., with an option to extend for one additional term of five years, for a maximum consecutive contract period of ten years. Proposals will be solicited for the City's Exclusive Operating Area (EOA).

Projected Timeline (1)

Proposal Submission, Grading and Selection of Providers Process	
Issuance of Request for Proposals	August 28, 2017
Pre-Submission Conference Questions Deadline:	September 11, 2017
Pre-Submission Conference	September 18, 2017
Bid Proposal Submission Due Date	September 28, 2017
Proposal Grading Panel Evaluation Process	Week of October 2, 2017
Proposal Grading Panel-Recommendations	Week of October 9, 2017
Final Selection and Contract Awards Contractor signs City of Hermosa Beach Professional Services Agreement (PSA)	October 24 th , 2017
Contract Performance Start Date	On or before January 1, 2018

- (1) Dates are subject to change
- (2) Professional Services Agreement is attached as Appendix D

Formal Advertising: Notice of Invitation to Participate

Notice of this RFP has been advertised with the Los Angeles County Ambulance Association (LACAA) and the Ambulance Association of Orange County (AAOC).

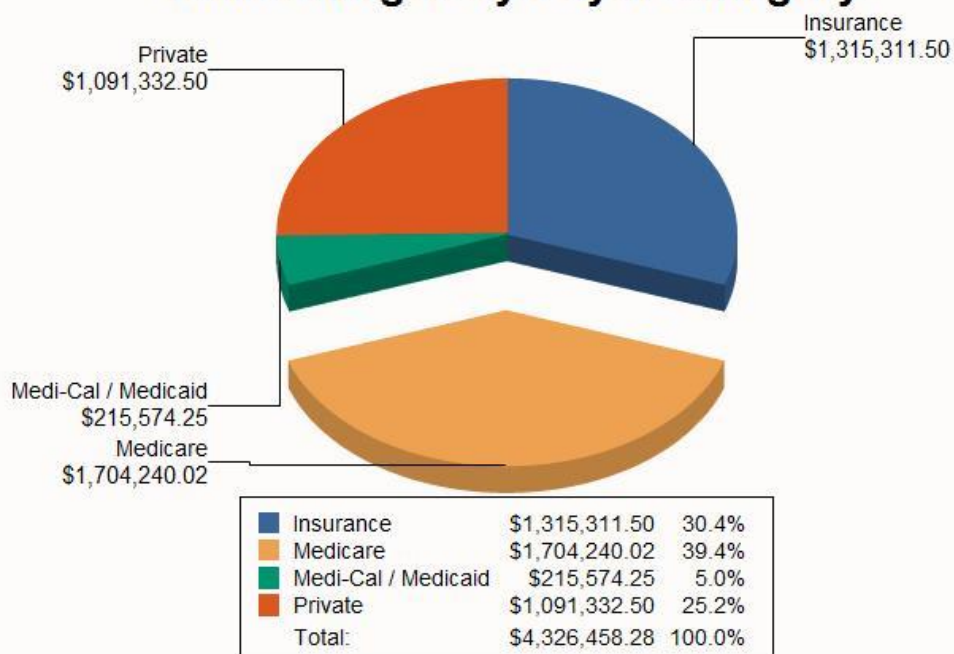
SECTION II – BACKGROUND

City of Hermosa Beach

The City of Hermosa Beach (City) is a governmental entity providing fire and life safety services in Hermosa Beach, California. The City has a year round population of approximately 19,600 residents, with a seasonal influx of visitors of over 100,000 per day during summer holiday weekends within 1.4 square miles.

Four Year Average

Total Charges by Payor Category



Public Bidding Statutes

The award of exclusive operating area contracts for ambulance services under this RFP is not subject to public bidding statutes, although the rates charged for services to be provided will be a factor in the consideration for the award of a contract. At the sole discretion of the City, the City reserves the right to reject any or all proposals, in whole or in part, and is not bound to accept the lowest proposal (or the prices proposed for services). The City reserves the right to waive any minor irregularities or informalities in a proposal that the City deems immaterial or otherwise not warranting rejection of a Proposer proposal. A proposal may be rejected by the City if it contains material misrepresentations of fact or omits material information required.

SECTION III: SCOPE OF SERVICES

The City is soliciting proposals from qualified ambulance service operators for emergency ambulance transportation and related services within the boundaries for the Hermosa Beach EOA, for the award of an exclusive operating contract in accordance with the specifications set forth in this Request for Proposal ("RFP").

Los Angeles County Fire (LACoFD), in cooperation with selected ambulance service provider, will provide on-scene Advanced Life Support ("ALS") services, and selected ambulance service provider will provide Basic Life Support ("BLS") services and transport patients to medical facilities, when required. Ambulance service Contractor will also provide emergency transportation for patients requiring ALS; however, ALS patient care will be provided by LACoFD paramedics who will accompany the patient/s to the hospital. Based on the specifications, delivery criteria, and competitive process set forth in this RFP, an exclusive operating area ("EOA") contract will be awarded to successful Proposer. Proposers are required by this RFP to submit a description of Proposer's Internal Medical Quality Control program or similar program. Please see Binder Tabs for submission requirements.

Proposals for emergency ambulance transportation services should be based on either (1) the cost to the City for purchasing "ambulance unit hours" or (2) the cost to the City per transport. Proposals should be structured by year (e.g. Year 1, Year 2, Year 3, Year 4, and Year 5) in anticipation of known unavoidable cost increases that the Proposer needs to anticipate. Proposers must design their proposals so that the cost of services proposed will be sufficient to provide the required level of services.

Contract Extension to Other Cities/Agencies The City of Manhattan Beach may be interested in purchasing against an awarded contract, subject to the same price, terms and conditions offered to the City of Hermosa Beach, and by mutual agreement by Manhattan Beach and the vendor. The City does not warrant any additional use of the contract by such agencies. All requirements of the specifications, purchase orders, invoices and payments with other agencies will be directly handled by the successful Proposer and the piggybacking agency.

Modular (Type III) Use of modular (Type III, dual rear wheeled) ambulances is desired and will be a factor in the overall evaluation process. Proposers must specify within their bid proposal the make, model, year, license plate, type, and mileage for each ambulance proposed for use within the EOA.

Call Volume The Hermosa Beach EOA averages approximately 440 transports per year.

Contract Term The current City EOA is serviced by the City of Hermosa Beach Fire Department. Beginning 1/1/2018 the City of Hermosa Beach will be contracting fire and emergency services with the Los Angeles County Fire Department. Because this date is subject to change, qualified providers shall be ready to provide services beginning 12/1/17 with an implementation date sometime between 12/1/2017 – 1/1/2018. The contract awarded under this RFP is for a five (5) year term ending on January 1, 2023 with an option to extend for one additional term of five years, for a maximum consecutive contract period of ten (10) years.

SECTION IV: RFP PROCESS

City is committed to providing and maintaining the highest levels of emergency response services as possible to residents, businesses and visitors. The provision of emergency ambulance transportation and related services within the EOA is a critical part of the City's continuing efforts to achieve the goal of providing "first class" services. The EMS Emergency Ambulance Transportation and Related Services RFP process encompasses the following components:

Proposal, Grading, Evaluation, and Selection The purpose of *Proposal, Grading, Recommendation and Selection* is to ensure that:

1. EOA is provided with 911 ambulance service that not only meets the minimum requirements set forth in the RFP, but rather the highest levels of emergency response service available; and
2. All qualified Proposers have an opportunity to compete to provide 911 ambulance services through a fair, impartial competitive process which has been reviewed and approved by the City of Hermosa Beach.

Delay or Cancellation of RFP Process This RFP process may be delayed or cancelled at any time during the procurement process prior to the award of a contract when it is determined by City to be in the public interest. This may include a determination that the number or quality of responses to the RFP is inadequate. Should administrative difficulties delay the contract award beyond the contract award stated deadline, the responders will be notified before that date to determine their willingness to remain a part of the competitive process even though the contract award is extended. This will avoid the need for re-advertisement.

Cost of Preparation Proposers assume all costs associated with the preparation of their bid proposals and any oral presentations or site visits that may be necessary or required throughout the procurement process.

Mandatory Proposal Pre-Submission Conference

A Mandatory Proposal Pre-Submission Conference is scheduled as follows:

Date: 9/18/2017 Time: 1500 (3:00) Location: Hermosa Beach City Hall

Reservations are required by, and can be made by emailing Chief Pete Bonano @ pbonano@hermosabch.org with the firm's name, planned attendees, and contact information to City, City reserves the right to limit the maximum number of representatives from a single company.

Attendance at the conference is **mandatory** for all ambulance providers who are planning to submit a proposal and compete in the RFP process. Providers who do not attend the Proposal Pre-Submission Conference or who do not make arrangements to send a representative to attend the conference will not be eligible to participate.

The purpose of the Proposal Pre-Submission Conference is to provide a forum for answering questions about the RFP process. It is the responsibility of each proposer to inquire about any criteria, condition, term, provision, or requirement of the *Proposal, Grading, Recommendation and Selection* application that the proposer does not understand. Questions should be emailed, no later than September 11, 2017 to allow City time to prepare a response to these questions prior to the Proposal Pre-Submission Conference. Proposers may pose additional questions, verbal or written, at the conference.

Questions submitted after the Proposal Pre-Submission Conference will not be answered. However, City reserves the right to answer post conference questions should it determine, in its sole discretion, that such information is necessary to ensure an effective and fair RFP process. In such an event, both the question/s and answer/s will be put in writing and posted on the City's website. City will not be bound by any oral responses to inquiries.

Proposal Submission Requirements and Due Date In order to participate in the RFP process, a signed original - proposal, an electronic copy and four (4) hard copies of the proposal must be submitted by qualified ambulance service operators by the "Submission Due Date" for a public opening. Proposals must be hand-delivered or sent via courier/messenger to:

City of Hermosa Beach
Attention City Clerk
1315 Valley Blvd
Hermosa Beach, CA 90254

All proposals must be sealed and submitted to City in accordance with the required format and in the manner prescribed herein by the Submission Due Date. Providers are strongly encouraged to submit their proposal in advance of the due date to avoid the possibility of missing the deadline due to unforeseen circumstances. Providers assume the risk of the methods of delivery chosen. City assumes no responsibility for any delays whatsoever caused by any courier, delivery, or messenger service.

Upon receipt of each proposal submission, the Clerk's office will date and time stamp proposals. The time/date stamp will serve as acceptable evidence to establish whether an application has been received on time. Proposals received after 10:00 a.m. on the Submission Due Date will be returned unopened. Additional time will not be granted to any single Proposer; however, additional time may be granted to all Proposers when, at its sole discretion, City determines that circumstances require additional submission time. No amendments, additions, deletions, or alterations to submitted proposals will be accepted by City after the Submission Due Date.

Voluntary Withdrawal of Proposal A Proposer may, upon written notice to City, voluntarily withdraw its proposal at any time prior to the public opening. Withdrawal of a proposal will be subject to verification of the identity of the requestor and confirmed with the Proposer's authorized representative. A receipt for the return of any unopened proposal will be prepared by the City and signed by the Proposer's authorized representative.

Proprietary Information Proposals are subject to disclosure at such time as the City selects a proposer for award of the contract by the City Council. Proposers should be aware that marking a document “confidential” or “proprietary” in a proposal will not control whether that document is subject to being released in response to a public record request.

Submission Format To facilitate the proposal review process, all proposals must strictly adhere to the format, table of contents, titles, page limits, and numbering for requested information items as set forth in Submission Format section of this RFP.

Compliance Proposals that do not strictly adhere to the format requirements and rules set forth herein may be disqualified at the sole discretion of the City.

All proposals must provide answers to all questions and provide complete responses to each and every request item and category as specified. Specific submission data has been provided for your convenience for each submission item. Proposers are required to supply, at a minimum, the items listed for specific submission. Proposers are permitted, within the prescribed page limits, to submit additional information that it deems helpful in the evaluation and grading process. Failure to provide answers to all questions and complete responses to all requested item categories may result in disqualification.

Understanding of the Proposal It is the responsibility of each Proposer to inquire about any criteria, conditions, term, provision, or requirement of the RFP. Responses to inquiries, if they significantly change or clarify the RFP requirements or any aspect of the procurement process, will be forwarded by addenda to all Proposers. The City will not be bound by any oral responses to inquiries. Please direct all questions in writing regarding the procurement process to:

Chief Pete Bonano
Hermosa Beach Fire Department
540 Pier Ave
Hermosa Beach, CA 90254
pbonano@hermosabch.org

SECTION V: PROPOSAL EVALUATIONS

Proposal Grading Panel Proposals will be reviewed and evaluated by a Proposal Grading Panel. City will include the following representatives on the Grading Panel:

1. An employee or officer of City who is knowledgeable about ambulance contracting;
2. A member of the City executive management staff unfamiliar with emergency medical services;
3. An employee of an adjacent fire department who is knowledgeable about ambulance contracting ; and
4. A representative of the Los Angeles County Fire Department.

Proposal Evaluation and Grading The Proposal Grading Panel will evaluate and rank each proposal according to these criteria: (1) quality of service; (2) level of service; (3) the hourly unit rate charged for services to be provided; (4) experience; and (5) whether a Proposer is responsible. The term “responsible” refers to the quality, fitness, and capacity of the Proposer to perform the proposed services satisfactorily and in accordance with the specifications and delivery criteria set forth herein.

There are four parts to the evaluation instrument:

- Part I contains mandatory elements that must be submitted, but are not graded.
- Part II includes those elements of the proposal that pertain to the overall strength and quality of the company as a whole; 50% of the final score will be based on Part II responses.
- Part III contains those elements of the proposal that pertain specifically to the proposal for the City EOA; 50% of the final score will be based on Part III responses.
- Part IV includes the oral presentation, the potential site visit, and potential personal interviews; these components will be used to clarify elements throughout the submission, but will not be graded.

Oral Presentations In order for proposals to be fairly evaluated, the Proposal Grading Panel will invite all Proposers to make an oral presentation concerning their proposal, all of which may be videotape recorded. During presentations, the Proposal Grading Panel will listen to the Proposer’s presentation and may ask questions of the Proposers and/or request amplification, explanation, or further information regarding their proposal. Proposers, however, may not change or augment their proposals in any way during oral presentations. Each Proposer will be given a maximum of 30 minutes to make an oral presentation. Additional presentation time may be allotted at the sole discretion of the panel. Oral presentations may be required any time during the procurement process. No rankings, scores, or points will be awarded for oral presentations.

Site Visits Site visits may also be conducted prior to, during, or after the completion of the grading process. These visits, if deemed necessary, will be coordinated by City and

shall be conducted during the normal business hours of the Provider. Site visits, if necessary, shall consist of inspecting Proposer facilities, operations, vehicles, equipment, personnel, and/or records. No rankings, scores, or points will be awarded for site visits.

Bid Proposal Rejection

1. City reserves the right to reject any and all proposals, in whole or in part, and may direct the issuance of a new RFP in the future. City is not bound to accept the best ranked proposal (or the lowest proposed prices for services) provided that a new RFP process is initiated.
2. City reserves the right, at its sole discretion, to waive any minor irregularities or informalities that City deems immaterial or otherwise not warranting rejection of a Proposer's proposal. In the event of such irregularity or informality, the Proposer may be required to immediately correct and/or resubmit, in whole or in part, its bid proposal.
3. A proposal may be rejected by City, at its sole discretion, if it is significantly incomplete or irregular, or if it contains material misrepresentations of fact and/or omits material information required.
4. A proposal may be rejected or disqualified by City upon substantial evidence that the Proposer has engaged in corrupt, fraudulent, and/or illegal practices involving the performance, administration, or award of a similar contract in another jurisdiction.
5. A proposal may be rejected if Proposer takes exception to the RFP specifications and/or delivery criteria, or terms and conditions of the Contract Documents.
6. A proposal may be rejected as non-responsive if it does not provide all information requested in this RFP.

In the event a proposal is rejected, City will notify the Proposer in writing explaining the specific reason(s) for the rejection.

SECTION VI: CONTRACTOR SELECTION AND AWARD

Grading Panel Recommendations At the conclusion of the evaluation process, City staff will make a contract award recommendation for the EOA to the Hermosa Beach City Council. The Hermosa Beach City Council retains the sole and complete discretion to award a contract to the successful Proposer based upon the Proposer receiving the

best score determined by the Proposal Evaluation Panel. However, the City Council retains the right to reject all proposals and cancel the solicitation. The City Council may also reconsider any contract award upon a finding of good cause prior to commencement of services.

Protest and Appeals In the event that a dispute arises over a Proposal Grading Panel score that affects which Proposer should be awarded a contract, the affected Proposer may protest/appeal subject to the following stipulations:

1. Protest/appeal must be in writing. A protest shall be limited to the claim that the Proposer would have received a better score/ranking if the criteria/requirements had been correctly applied to its submission. The protest shall state the reason(s) for the protest, citing the specific criteria/requirement that was misapplied, and the protester must provide facts and evidence to support the claim.
2. Protest/appeal must be submitted and received by City within ten (10) calendar days of the date of the award notifications;
3. Protest/appeal must include, at a minimum, the following information:
 - a. Name, address and telephone number of the protester
 - b. Signature of the protester or protester's authorized representative
 - c. Detailed statement of the grounds for the protest

Protest/appeal must be hand-delivered or sent via courier/messenger, during working business hours. City of Hermosa Beach is open Monday through Thursday from 6 AM to 7 PM. Upon receiving a timely protest/appeal, City will provide a written confirmation of the protest.

SECTION VII: GENERAL TERMS AND CONDITIONS

Contract Administration City shall be responsible for Contract Administration.

Contract Effective Date The effective date pursuant to this RFP shall be 12:00 a.m., no later than 1/1/2018, ("Effective Date") at which time the Proposer awarded the contract will assume full responsibility for the provision of emergency ambulance transportation services within the EOA. The Effective Date may be accelerated or postponed at the sole discretion of the City in order to protect public health and safety.

Contract Term The exclusive contracts awarded pursuant to this RFP are for a five (5) year term, commencing on or before January 1, 2018 at 12:00 a.m. and ending on December 31, 2023 at 11:59 p.m., with an option to extend for one additional term of

five years, for a maximum consecutive contract period of ten years, unless there are unavoidable or unforeseeable circumstances beyond the control of City that would preclude a new RFP process and contract award. In such circumstances, the contract may be extended up to one additional year.

Financial Analysis All Proposers must provide audited financial statements to indicate financial responsibility and solvency, inclusive of current assets, liabilities, and net worth. (Financial statements and documents will be held as confidential proprietary information and disclosed only for the purpose of evaluation). All certifications must be by an Independent Certified Public Accountant. “Independent” is defined within the scope of this document to mean a Certified Public Accountant or Accounting firm in which none of the Certified Public Accountants, or its employees, have a financial interest in the ambulance company, serve on the Board of Directors of the ambulance company, or receive monetary payment or service reimbursement from the ambulance company other than for Certified Public Accounting related functions.

Non-Collusion Certificate Each Proposer must execute and submit with each proposal the Non-Collusion Certificate contained in this RFP. If there is reason to believe that collusion exists among Proposers, proposals submitted by colluding proposers will be rejected and none of the participants in such collusion will be considered in any future RFP.

SECTION VIII: OPERATIONAL STANDARDS, PROCEDURES, AND PERFORMANCE REQUIREMENTS

EMERGENCY RESPONSE COMMUNICATIONS SYSTEM

Compliance with Laws Prior to the Effective Date, the selected contractor must install, provide, operate, and maintain at its sole cost and expense, an ambulance dispatch center, telephone service, including ring-down lines, CAD to CAD interface with Los Angeles County Fire Department, compatible mobile radio system with all surrounding fire departments, mobile data computer/radio system, personal computer, and a secondary dispatch response system (hereinafter collectively referred to as “Emergency Response Communications System”) according to the terms, conditions, and requirements contained in this Section. The contractor’s Emergency Response Communications System must comply with all federal, state, and local laws, rules, statutes, and regulations, including licensing requirements, concerning the broadcast of public safety and emergency communications over approved Federal Communications Commission (“FCC”) frequencies at all times during the term of the contract.

Communications Requirements The selected contractor must comply with the following requirements concerning the installation, use, operation, and maintenance of their Emergency Response Communications System:

1. Prior to the Effective Date, the contractor must obtain any and all FCC licenses and authorizations required for the engineering, assembling, installation, use, operation, and maintenance of the Emergency Response Communications System, which is necessary to provide emergency ambulance response services under the contract;
2. The contractor must provide documentation describing in detail its operational design for their Emergency Response Communications System and methods proposed for dispatching ambulances under the contract;
3. Emergency Response Communications System must be operated and maintained by contractor twenty-four (24) hours per day, seven (7) days per week;
4. Contractor dispatch centers must be equipped with a secondary, emergency back-up electrical system to insure uninterrupted twenty-four (24) service; and,
5. The contractor must provide and maintain, at its sole cost and expense, CAD to CAD interface, a dedicated point-to-point telephone ring-down line between LACoFD Department Emergency Communications Command Center and the Contractor's ambulance dispatch center. Ambulances shall also be required to have the ability to communicate with LACoFD emergency response personnel and/or apparatus.

CAD Interface The contractor must establish and maintain a Computer Aided Dispatch (CAD) interface, or other equivalent electronic data system, that is compatible with the LACoFD Emergency Command Center ("ECC"). This may include, but is not limited to: hardware; software; and telecommunications lines, which shall meet LACoFD specifications. Contractor assumes all costs associated with the purchase, installation, implementation, operation, and maintenance of a CAD interface.

System Upgrades As LACoFD upgrades its emergency response communications systems with new or improved technologies, the contractor must likewise upgrade its Emergency Response Communication System with comparable and compatible technology, at its sole cost and expense.

SECTION IX: VEHICLE COMMUNICATIONS

All emergency ambulance vehicles licensed in Los Angeles County must comply with all County EMS policies and directives related to communication requirements. These include, but are not limited to:

Mobile Data Computer System Contractor must install and maintain, at its sole cost and expense, a LACoFD approved mobile data communication at Contractor's dispatch center for purposes of sending and receiving electronic emergency dispatch information, instructions, and call status.

Los Angeles County Emergency Data System Contractor must demonstrate compliance and interoperability with the countywide electronic prehospital care report (ePCR) program.

Web Based Communications Application Contractor must have installed a web based communication application for hospital status, required assessments and messages, and MCI coordination (e.g. ReddiNet or other systems that can replicate ReddiNet).

SECTION X: SERVICE HOURS

Service Hours Contractor must provide twenty-four (24) hour emergency ambulance transportation and related services within the Hermosa EOA, at or above the level agreed to in the Contract Documents, seven (7) days a week during the term of the contract.

Field Supervisor Contractor must have an authorized field supervisor available to LACoFD personnel, either by radio or in person, and physically present within the County of Los Angeles, on a twenty-four (24) hour, seven (7) day per week basis during the term of the contract. The Field Supervisor may not be assigned to a unit.

SECTION XI: RESPONSE TIMES

General Requirements Contractor must respond to LACoFD requests for emergency ambulance transportation service within the response times set forth in this Section. Response times will be calculated as the actual elapsed time in minutes from the moment the request is received by the contractor's dispatch center to the time that the contractor's first ambulance arrives on scene. Where multiple ambulances are dispatched to the same emergency scene, only the response time of the ambulance

arriving first will be counted for purposes of calculating the response time. Contractor will be responsible for providing monthly response time reports to City and LACoFD. If the contractor submits a proposal offering to meet the minimum response times a greater percentage of the time (e.g. 95% of the time versus 90% of the time) will be held contractually accountable to what is proposed.

Response Time Measurement Response times are measured in full minutes, rounded upward. For purposes of measuring compliance and for the imposition of any penalties, any partial minute will be rounded to the next full minute. For example, a response time of 10:01 or 11:00 is counted as eleven minutes.

Definition of Geographical Areas & Response Priority Codes The following response priority codes, and definitions will apply with regard to calculating response times:

1. **Code 2** Emergency ambulance vehicles responding to an emergency scene or request for service expeditiously, without red lights and sirens on.
2. **Code 3** Emergency ambulance vehicles responding to an emergency scene or request for service with red lights and sirens on.

Required Response Times The contractor must strictly adhere to the following required response times at a monthly compliance rate of ninety percent (90%) in each Code 2 and Code 3 category, which shall be reported separately:

1. **Code 2** Response time must not exceed fifteen (15) minutes, zero (0) seconds.
2. **Code 3** Response time must not exceed eight (8) minutes, fifty-nine (59) seconds.

Due to the number of transports in the Hermosa EOA, dedicated 911 ambulances are not required to be located in the City.

Surge Capacity It is very common for Hermosa Beach to respond to simultaneous, or multiple calls, within a very short time period. Contractor shall describe how they intend to meet the required on scene times during peak call volume days and times. This description should include the Contractor's "move up" procedures along with the number of ambulances within the South Bay area.

In the event a call for service is canceled prior to arrival, response times shall be factored into the overall response time reporting. A call will be considered meeting the required response time when the elapsed time between the call for service and the cancellation does not exceed the applicable response time requirement. A call will be considered late when the elapsed time between the call for service and the cancellation is in excess of the applicable response time requirement.

Back to Bed (Lift Assist) Contractor will handle all "Back to Bed" calls in the City. The Hermosa EOA averages 5-7 Back to Bed calls per month.

Response Time Reporting Contractor must provide quarterly response time reports to the City. If the Quarterly Response Time Reports are not submitted to the City as prescribed herein two (2) or more times in a calendar year, such omissions may constitute breach of contract.

Contract Extension to Other Cities/Agencies The City of Manhattan Beach may be interested in purchasing against an awarded contract, subject to the same price, terms and conditions offered to the City of Hermosa Beach, and by mutual agreement by Manhattan Beach and the vendor. The City does not warrant any additional use of the contract by such agencies. All requirements of the specifications, purchase orders, invoices and payments with other agencies will be directly handled by the successful Proposer and the piggybacking agency.

SECTION XII: GENERAL PROVISIONS

Performance The most important aspect of this RFP is that it will result in the award of a contract that stresses "performance." The selected contractor must demonstrate a continuous effort to detect and correct service level performance deficiencies, as determined by City, and to continuously upgrade the performance and reliability of the EMS system within the EOA. Clinical and response time performance must be extremely reliable, with equipment failure and human error held to an absolute minimum through constant attention to performance, protocol, procedure, performance auditing, proper management oversight, employee training, continuing education, and prompt and definitive service level corrective action plans.

Conflict of Interest The selected contractor must certify that it is not, and will not be, violating either directly or indirectly any conflict of interest statute, rule, or regulation by its performance of the services described herein.

CAAS Accreditation Commission on Accreditation of Ambulance Services (CAAS) accreditation will be a factor in the overall grading and evaluation process. A copy of the CAAS Accreditation shall be placed in Proposer's folder in the appropriate tab.

HIPAA Compliance Plan Effective April 14, 2003, or such other implementation date established by law, to the extent that the parties have a "business associate" relationship, the parties shall carry out their obligations under the contract in compliance with the privacy regulations published at 65 Federal Register 82462 (December 28, 2000) (the "Privacy Regulations") pursuant to Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F – Administrative Simplification, Sections 261, *et seq.*, as amended ("HIPAA"), to protect the privacy of any personally identifiable, protected health information ("PHI") that is collected, processed or learned as a result of the services provided pursuant to the contract. In conformity therewith, both parties must agree that they will:

1. Not use or further disclose PHI except: (i) as permitted under the contract (that is, for the purpose of maintaining accurate records of the services provided pursuant to the contract and for the billing of such services to patients, guarantors, insurers, carriers or other responsible parties; the issuance of reports to the other party pertaining to same; and related administrative functions pertaining to these activities); (ii) as required for the proper management and administration of ALS and BLS in their capacity as HIPAA "Business Associates" of each other; or (iii) as required by law;
2. Use appropriate safeguards to prevent use or disclosure of PHI except as permitted by the contract;
3. Report to each other any use or disclosure of PHI not provided for by the contract of which a party becomes aware;
4. Ensure that any agents or subcontractors to whom either party provides PHI, or who have access to PHI, agree to the same restrictions and conditions that apply to both parties with respect to such PHI;
5. Make PHI available to the individual who has a right of access as required under HIPAA;

6. Make available for amendment and incorporate any amendments to PHI when notified to do so by either party;
7. Make available to either party the information required to provide an accounting of the disclosures of PHI made by the one party on the other party's behalf, provided such disclosures are of the type for which an accounting must be made under the Privacy Regulations;
8. Make their internal practices, books and records relating to the use and disclosure of PHI available to the Secretary of the Department of Health and Human Services for purposes of determining either party's compliance with HIPAA and the Privacy Regulations; and
9. At the termination of the contract, return or destroy all PHI received from, or created or received by one party on behalf of the other party. In the event the return and/or destruction of such PHI is infeasible, both parties' obligations under this Section shall continue in full force and effect so long as either party possesses any PHI, notwithstanding the termination of the contract for any reason.

The selected contractor will be required to submit a copy of its HIPAA Compliance Plan, which shall include Business Associate Agreements, evidence that employees have signed a confidentiality statement and have undergone privacy training. Please see Section XIII for submission requirements.

SECTION XIII: INTERNAL MEDICAL QUALITY CONTROL

The selected contractor must establish a Continuous Quality Improvement ("CQI") program directed at, but not limited to, effective administration and management of clinical performance, response time performance, driver performance, dispatch performance, and for all other BLS service levels. The contractor must submit to the City and LACoFD EMS Section monthly summary reports showing the results of all CQI program performance elements, in a form approved by the LACoFD EMS Section.

SECTION XIV: PERSONNEL AND TRAINING

Personnel Requirements The selected contractor must employ only competent and trained personnel, and shall provide a sufficient number of employees to perform the services provided under the Contract Documents. The selected contractor must comply with the following personnel requirements:

1. All contractor employees and ambulance personnel shall be sufficiently trained and capable to ensure the safe and proper discharge of their service responsibilities.
2. All contractor ambulance personnel must possess valid and current California Emergency Medical Technician (EMT-I) certificates and valid California Driver's Licenses in the proper class, including any required certifications, and must be compliant with all relevant provisions of the California Vehicle Code, Health and Safety Code, and all other laws and county regulations applicable to emergency ambulance response personnel.
3. The contractor must have an employee alcohol and drug program that includes at a minimum, an alcohol and drug free workplace policy, and an employee alcohol/drug-testing program that complies with the U.S. Department of Transportation requirements to the extent allowed by law, including random alcohol and drug testing. Any contractor employee found working under the influence of alcohol or drugs must be immediately removed from performing any further duties under the Contract Documents.

Field Training Officers Contractor is required to submit information regarding its field training officer ratio to EMTs and other ambulance personnel, as well as its training program of field training officers.

Training The contractor must have a continuing education program, including, but not limited to, an orientation program, a continuing medical education program, driver training program, HIPPA program that will be provided to all employees with respect to their job classification.

SECTION XV: SUPPLIES, EQUIPMENT AND VEHICLES

SUPPLIES AND EQUIPMENT

Standards All equipment and supplies furnished by the contractor to perform BLS services under the Contract Documents must comply with all federal, state, and local laws, rules, statutes, and regulations applicable to the provision of emergency

ambulance transportation, including but not limited to, those BLS equipment and supply standards and protocols established by the Local EMS Agency (LEMSA) throughout the contract term. Such equipment and supplies must be stocked at all times on each ambulance performing services under the Contract Documents.

Standard Inventory In addition to the above equipment and supply standards, contractor must carry and stock at all times throughout the contract term on each ambulance performing services within the Hermosa EOA. The following emergency medical equipment, which shall all be readily available and accessible from the interior portions of the patient transportation compartment:

1. Bag valve mask resuscitator, adult with variable mask sizes;
2. Bag valve mask resuscitator, pediatric with variable mask sizes;
3. Heavy gloves to be used for blood or body fluid protection;
4. Disposable examination gloves, medium, large and x-large, two (2) boxes;
5. Suction unit that complies with LA County DHS policies and procedures;
6. Non-invasive blood pressure device (various cuff sizes, including thigh cuff);
7. Child safety seats (when approved by federal agencies).

Desirable, but not required Equipment Automated External Defibrillator (in conjunction with trained and qualified employees). *Unless required by LA County DHS during contract term.

Personal Safety Equipment The contractor shall provide personal safety equipment for all employees in accordance with applicable federal and state laws or standards. It shall be the sole responsibility and expense of the contractor to maintain or replace, or cause to be maintained or replaced, any personal safety equipment required. Contractors are solely responsible for ensuring that all of its personnel abide by all federal, state and local safety standards.

To ensure that each ambulance responder has emergency scene personal protective equipment they may need to keep them safe in a potentially hazardous environment, the contractor shall comply with State EMSA Guideline 216 regarding recommended PPE for Ambulance Personnel (*OSHA's General Description and Discussion of the levels of Personal Protective Gear, 29CFR 1926.65, App. B, Part IV, Level D*) for each ambulance dedicated to 911 emergency transportation, including:

1. Full-length blue (EMS) jacket with reflective stripes. (NFPA 1999, EMS Standards)
2. Hard hat, Work Helmet Blue

3. Leather gloves

SECTION XVI: VEHICLES AND MAINTENANCE

Standards All vehicles furnished by contractor in the performance of BLS services under the Contract Documents must comply with all federal, state, and local laws, rules, statutes, and regulations applicable to the provision of private, emergency ambulance transportation, including but not limited to, those BLS vehicle standards and protocols established by LA County DHS.

Modular (Type III) Use of modular (Type III, dual rear wheeled) ambulances is desired and will be a factor in the overall evaluation process. Proposers must specify within their bid proposal the make, model, year, license plate, type, and mileage for: (a) each ambulance proposed for use within the EOA; and (b) each ambulance regionally available for use within the EOA. The selected contractors must agree to expand, at the sole discretion of City: (a) the total number of ambulances available for use within the EOA; and/or, (b) the total number of ambulances regionally available for use within the EOA, if either response time requirements are not consistently being met or if the EOA experiences a significant call volume increase. The contractor shall be responsible for providing all necessary vehicles, personnel, and equipment to provide the required services under the Contract Document.

Inspection Contractor agrees that City, and LACoFD may, at any time throughout the procurement process (and the Contract Documents will require that LACoFD EMS Section may, at any time during the contract term), inspect Contractor's ambulances, ambulance maintenance facilities, ambulance maintenance records, ambulance manufacturer suggested maintenance program, and/or ambulance purchase/lease/acquisition documentation.

Maintenance The selected contractor shall be responsible for providing all necessary vehicles, personnel, and equipment to provide the required services under the Contract Documents. City expects that all vehicles and equipment used in the performance of the required services under the contract will be maintained in excellent condition. The contractor shall comply with or exceed the maintenance standard as outlined in the Standards for Accreditation of Ambulance Services published by the Commission on Accreditation of Ambulance Services. The contractor's failure to service and maintain all ambulances and equipment used in the performance of a contract pursuant to the manufacturer's suggested maintenance program will be deemed breach of contract and cause for immediate contract termination.

Restraint Devices Contractor shall meet or exceed all passenger restraint requirements as prescribed by law.

Additional Vehicle Equipment Use of an Automatic Vehicle Locator System that interfaces with LACoFD dispatch center is desired and will be a factor in the overall evaluation process.

SECTION XVII: AUDIT AND ACCESS TO RECORDS

Business Office At any time during normal business hours, and as often as may reasonable be deemed necessary by the City or LACoFD, the City or LACoFD may observe and inspect contractor's business office, and contractor must make promptly available to the City for its examination all of contractor's records that pertain to the performance of the Contract. The City may audit, examine, and copy any and/or all contractor records pertaining to their performance of the contract, including but not limited to, personnel records, daily logs, conditions of employment, and all other data. The City's right to inspect contractor's business office and any and all records pertaining to their performance of the Contract will be restricted to normal business hours and reasonable notice shall be given to contractor in advance of such inspection.

SECTION XVIII: PATIENT BILLING

City will be solely responsible for the billing and collection of amounts owed by customers/patients provided emergency transportation services in the City, whether for services provided by the contractor, or a mutual aid contractor. As part of its billing process, the City, in its sole discretion, will also bill for services provided by the City or LACoFD personnel. Contractor will actively cooperate with the City to provide whatever information or assistance the City may reasonably require to transmit the patient billing information to the City's billing contractor so that it can process customer/patient billings in a timely manner. This may include, but is not limited to, contractor providing the City with a detailed list of all the emergency transportation services provided by the contractor, or mutual aid contractor, during the preceding month. The specific information to be provided by contractor in the monthly reports will be determined by the City, and may be modified by the City from time to time to meet its reasonable needs.

The entire proceeds of all such billings or collection efforts will be the sole property of the City. Contractor will not have any right to the proceeds of any billings or collections for services provided or for any other services provided under the Contract. Contractor must design its bid so that the amount bid will be sufficient to provide the required level of services.

SECTION XX: PROPOSAL SUBMISSION FORMAT

The following pages describe exactly how the Proposal Submission Binder shall be organized. Please adhere strictly to this format to ensure that all information is included and can be found easily by the reviewers. This will facilitate an expeditious and thorough review process.

- Unless unspecified, all proposal documents are restricted to the number of pages specified for each item.
- Size 12 font and 1 inch margins will be considered standard.
- Use only single-sided pages.
- The “Original” should be marked “Original” and placed in a binder with a binder clip.
- Nine copies of the bid proposal, including attachments, must be submitted in three-ring binders (“Binder/s”), which are no larger than 12”x12”.
- The binders shall be organized using numbered tab dividers that correspond to Binder Tab Numbers specified in this document.
- One electronic copy shall be submitted.

Original + Copies: The original signed proposal, (1) electronic, and four (4) copies of the bid proposal, including any attachments, must be sent **under seal** to City by the Submission Due Date.

TITLE PAGE

This is the cover sheet that should be placed behind the clear plastic cover on the front of the Binder. It is a sample only. Proposers may create their own cover sheet provided it includes the information set forth below.

All proposals must be clearly marked on the outside binder cover with a title page containing the following information:

1. Name of ambulance service operator (i.e., the Proposer);
2. Proposer address and telephone number;
3. Proposer authorized contact person;
4. Proposer authorized contact person’s signature;
5. Proposal submission date; and
6. Original or copy.
7. Binder 1 of 2, 2 of 2, etc.

Grading Criteria

Part 1 of Evaluation Instrument

☐ N/A (Mandatory item)

BINDER TAB #1
COVER LETTER
(1 PAGE LIMIT)

Provide a brief cover letter on company letterhead stating the provider's interest in participating in the RFP process.

The letter must be signed by an official authorized to enter into a contractual agreement with the City of Hermosa Beach.

Grading Criteria

Part 1 of Evaluation Instrument

- ☐ N/A (Mandatory item)

BINDER TAB #2
TABLE OF CONTENTS

Provide a Table of Contents listing the Binder Tab Number and its corresponding page numbers.

Grading Criteria

Part 1 of Evaluation Instrument

- ☐ N/A (Mandatory item)

BINDER TAB #3
CONFLICT OF INTEREST CERTIFICATION

The undersigned hereby certifies on behalf of _____ (“Proposer”), and hereby declares under penalty of perjury under the laws of the State of California, that Proposer is not, and will not be violating either directly or indirectly any conflict of interest statute, rule, or regulation if awarded a contract and if authorized to perform the services described in this RFP.

Signed, this ____ day of _____, 2017, in _____, California.

IF SOLE OWNER:

Signature of Owner Date

Print Name

IF PARTNERSHIP (JPA or merger):

Signature of Partner (General Partner) Date

Print Name

IF CORPORATION:

Signature of President Date

Print Name

Signature of Secretary Date

BINDER TAB #4
STATEMENT OF TRUTH

The undersigned hereby certifies on behalf of _____ (“Proposer”), and hereby declares under penalty of perjury under the laws of the State of California, that the information provided by Proposer and contained in this 2017 EMS Emergency Ambulance Transportation and Related Services Proposal is accurate, complete, true and correct to the best of our knowledge. We are aware that should any of the information contained herein be found to be false, incorrect, or otherwise untruthful, or if the information contained herein contains material misrepresentations and/or material omissions of fact, City may, at its sole discretion, pursue any and all remedies available as authorized by law, which may include the right, at the option of City, to either reject or disqualify this bid proposal from further consideration in the course of the procurement process and/or to declare any contract subsequently awarded void.

Signed, this _____ day of _____, 2017 in _____, California.

IF SOLE OWNER:

Signature of Owner Date

Print Name

IF PARTNERSHIP (JPA or merger):

Signature of Partner (General Partner) Date

Print Name

IF CORPORATION:

Signature of President Date

Print Name

Signature of Secretary Date

Print Name

Grading Criteria

Part 1 of Evaluation Instrument

- ☐ Pass/Fail (Mandatory item)

BINDER TAB #5
NON-COLLUSION CERTIFICATION

The undersigned hereby certifies on behalf of _____ (“Proposer”), and hereby declares under penalty of perjury under the laws of the State of California, that this 2017 EMS Emergency Ambulance Transportation and Related Services RFP is genuine and not sham or collusive, nor made in the interest of or on behalf of any person not herein named; the Proposer has not directly or indirectly induced or solicited any other Proposer to put in a sham proposal nor solicited any other person, firm or corporation to refrain from submitting a proposal; the Proposer has not communicated, directly or indirectly, with any other Proposer regarding the amount, price, and/or service rates proposed herein; and Proposer has not in any manner sought by collusion to secure for himself/herself/itself any advantage over any other Proposer. We declare the foregoing is true and correct under penalty of perjury under the laws of the State of California. Signed, this ____ day of _____, 2017 in _____, California.

IF SOLE OWNER:

Signature of Owner

Date

Print Name

IF PARTNERSHIP (JPA or merger):

Signature of Partner (General Partner)

Date

Print Name

IF CORPORATION:

Signature of President

Date

Print Name

Signature of Secretary

Date

Print Name

Grading Criteria Part 1 of Evaluation Instrument

☐ Pass/Fail (Mandatory item)

BINDER TAB #6
LETTERS OF REFERENCE

Provide letters of reference (including contact name and contact information) from cities or fire departments with whom Proposer has provided primary or back-up emergency ambulance transportation.

Grading Criteria

Part 1 of Evaluation Instrument

- ☐ Pass/Fail (Mandatory item)

BINDER TAB # 7
PHOTOGRAPHS

Proposers may provide, at their option, any color photographs or other renderings depicting Proposers' emergency ambulance service facilities, operations, vehicles, equipment, performance, and/or personnel.

Grading Criteria

Part 1 of Evaluation Instrument

- ☐ N/A (Optional item)

BINDER TAB #8
SERVICE RATES

Please provide a description and/or schedule of all ambulance service rates and fees that Proposer proposes to charge the City of Hermosa Beach in connection with its provision of emergency ambulance transportation and related services within the subject EOA. Initial contract will be for 5 years with an option to renew, at the discretion of the Hermosa Beach City Council, for a second 5 year term. Proposals for ambulance services should be based on "Year 1, Year 2, Year 3, Year 4 and Year 5 of the initial contract term.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 5/50

BINDER TAB #9

EMERGENCY AMBULANCE TRANSPORTATION EXPERIENCE

Proposers shall provide other current contracted EOA's Emergency Ambulance Transportation Experience . Include the gross dollar amount of services provided for the last 12 months of each contract.

In addition, Proposer may provide additional information regarding its 911 EMS emergency ambulance experience that expands on the information found on the above cited form (limit 5 pages).

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 10/50

BINDER TAB #10
VEHICLE AND EQUIPMENT MAINTENANCE PROGRAM

Provide a description of how Proposer's Vehicle and Equipment Maintenance Program proposed for its provision of emergency ambulance transportation and related services within the subject Exclusive Operating Area will consistently and continuously meet or exceed the vehicle and equipment maintenance standards, requirements, and performance expectations.

Additional Specific Submission Data:

1. Provide a description of the vehicle maintenance plan or schedule; provide a copy of the maintenance schedule for July through December 2016.
2. Provide a description of the vehicle replacement plan; provide the vehicle replacement schedule in place for current vehicles.
3. Provide a description of equipment maintenance program including replacement plan; provide a copy of current maintenance/replacement schedule for ambulance equipment.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 3/50

BINDER TAB #11
LITIGATION HISTORY

Please insert a copy of the Litigation for the past 5 years.

Part II of Evaluation Instrument

Relative Weight 2/50

BINDER TAB #12
Financial Analysis

All Proposers must provide audited financial statements to indicate financial responsibility and solvency, inclusive of current assets, liabilities, and net worth. (Financial statements and documents will be held as confidential proprietary information and disclosed only for the purpose of evaluation). All certifications must be by an Independent Certified Public Accountant. "Independent" is defined within the scope of this document to mean a Certified Public Accountant or Accounting firm in which none of the Certified Public Accountants, or its employees, have a financial interest in the ambulance company, serve on the Board of Directors of the ambulance company, or receive monetary payment or service reimbursement from the ambulance company other than for Certified Public Accounting related accounting functions.

Any auditor comments or findings must be addressed by management in a written response and included as part of the financial analysis.

Note: All financial statements should be for the last business year unless the current business year closes within ninety (90) days from the date of the RFP, in which case, the prior business year's statements would be accepted.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 9/50

BINDER TAB #13
PERSONNEL AND TRAINING

1. ASSIGNED PERSONNEL PROFILE

Provide a detailed spreadsheet of the individual personnel, including proposed management team, employee names and current certification/license level of service, certificate/license number, and number of years as an employee of Proposer, proposed by Proposer for the performance of services under the Contract Documents within the subject Exclusive Operating Area.

2. FIELD TRAINING OFFICERS

Provide the ratio of field training officers to EMTs or other ambulance personnel that Proposer proposes to commit to the subject EOA, and provide a detailed explanation of Proposer's proposed Field Supervisor and Training Programs and management/field supervisor oversight plan for the subject EOA.

3. PRIMARY PERSONNEL

Provide the resumes of no more than five (5) proposed key personnel (maximum one page each) whose job duties for Proposer's Los Angeles County operations will relate solely and exclusively to the fulfillment of the terms, conditions, performance expectations, and obligations relative to Proposer's performance under the Contract Documents. This should include the proposer's primary contact information (name, email, phone, address, etc.)

4. EMPLOYEE RECRUITMENT, SCREENING AND ORIENTATION

Provide a description of the current personnel recruitment, screening, and orientation program Proposer currently employs and any modifications Proposer proposes to utilize in connection with its provision of emergency ambulance transportation and related services within the subject Exclusive Operating Area, and describe in detail how the proposed recruitment, screening, and orientation program will enable Proposer to consistently and continuously meet or exceed the training standards, personnel requirements, and performance expectations.

5. CONTINUING EDUCATION PROGRAMS

Provide a description of any and all continuing education programs, including continuing medical education programs, that will be provided to all employees who perform services under the Contract Documents, as well as a discussion of Proposer's commitment to providing such programs at all times throughout the contract term. Provide a sample of how employee education is tracked.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 4/50

BINDER TAB # 14
DRIVER TRAINING

Provide a description of the driver training program Proposer proposes for its provision of emergency ambulance transportation and related services within the subject Exclusive Operating Area.

Additional Specific Submission Data:

1. Provide a detailed course syllabus or curriculum for the current driver training program offered to employees; indicate whether any changes are anticipated.
2. Provide the total number of course hours per course offered; provide documentation of courses offered between January 1, 2016 and January 1, 2017.
3. Describe the internal training plan, including timeframe for completion and retraining;
4. Provide the name and contact information of the institution providing the training, if applicable.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 2/50

BINDER TAB #15
INTERNAL MEDICAL QUALITY CONTROL

Provide a description of how Proposer's Internal Medical Quality Control and Continuous Quality Improvement ("CQI") Programs proposed for its provision of emergency ambulance transportation and related services within the subject Exclusive Operating Area will consistently meet or exceed the standards, requirements, and performance expectations set forth in Section VIII.

Additional Specific Submission Data:

1. Provide a description of Proposer's current quality assurance/improvement process, including timeframes for process completion.
2. If proposed Internal Medical Quality Control and Continuous Quality Improvement ("CQI") Programs will exceed the standards and requirements set forth in this RFP, please clearly explain in a detailed summary how such requirements will be exceeded.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 2/50

BINDER TAB #16
HIPAA COMPLIANCE PLAN

Provide a description and explanation of Proposer's HIPAA Compliance Plan, including Proposer's certification that all personnel have signed a confidentiality agreement and have undergone HIPAA Privacy Training.

Provide a description of Proposer's HIPAA training program that has been provided to all employees and will be provided to all new employees who perform services under the Contract Documents. Provide a sample documentation of HIPAA training.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 2/50

BINDER TAB #17
CORPORATE COMPLIANCE PLAN

Provide a description of Proposer's Corporate Compliance Plan, if applicable. A Corporate Compliance Plan should include those elements identified in the Office of Inspector General's Compliance Program Guidance for Ambulance Suppliers [Federal Register: March 24, 2003 (Volume 68, Number 56)].

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 2/50

BINDER TAB #18
COMMISSION ON ACCREDITATION OF AMBULANCE SERVICES (CAAS)
CERTIFICATION

If CAAS certified, please provide a copy of your CAAS Certification.

Grading Criteria

Part II of Evaluation Instrument

Relative Weight 9/50

BINDER TAB #19
EMERGENCY RESPONSE AND VEHICLE COMMUNICATIONS SYSTEM

Provide a description of the Emergency Response and Vehicle Communications System Proposer proposes for its provision of emergency ambulance transportation and related services within the subject Exclusive Operating Area, and describe in detail how the proposed Emergency Response and Vehicle Communications System will either meet or exceed the communications specifications, requirements, and performance expectations set forth in this RFP.

Additional Specific Submission Data:

1. Provide a statement that Proposer is or will be compliant by the Effective Date with all communications requirements set forth in Section VIII of this RFP.
2. Provide a detailed summary of CAD (Computerized Aided Dispatch) program capabilities.
3. Provide a description of other communications equipment used by Proposer (if applicable) including, but not limited to:
 - a. Cellular phones;
 - b. Personal digital assistants (PDAs);
 - c. Mobile computers;
 - d. Web Based Communications Application (ReddiNet or compatible/comparable application.).
 - e. Interoperable radio communications
4. Provide a description of the proposed operational design for the Emergency Response Communications System and methods proposed for dispatching ambulances.
5. Provide a description of the Proposer's internal and external information technology capabilities.
6. Provide a description of communications capabilities, including:
 - a. Hours of operation; and
 - b. Personnel devoted to communications.
7. Provide a statement on Proposer's ability to upgrade communication systems.
8. Provide a description of all field data collection systems and the process by which data is collected, inputted and used by the Proposer.

Grading Criteria

Part III of Evaluation Instrument

Relative Weight 5/50

BINDER TAB #20
ON-BOARD EQUIPMENT AND SUPPLIES

Provide a description of the On-Board Equipment and Supplies Proposer proposes for its provision of emergency ambulance transportation and related services within the subject Exclusive Operating Area, and describe in detail how the proposed on-board equipment and Supplies will either meet or exceed the specifications, requirements, and performance expectations set forth in this RFP.

Additional Specific Submission Data:

1. Provide a description of Proposer's OSHA compliance program;
2. Describe Proposer's capabilities to respond to terrorist threats or disasters.

Grading Criteria

Part III of Evaluation Instrument

Relative Weight 5/50

BINDER TAB #21
OVERALL OPERATIONAL SYSTEM AND DESIGN

Describe the following:

1. How the proposed operational system and program design will either meet or exceed the competitive bid criteria, specifications, requirements, and performance expectations set forth in this RFP. This may include the number and proposed location of all emergency vehicles that will provide service to Hermosa Beach or a detailed map of the system status management or provide a detailed system plan.
Dedicated units within the Hermosa EOA is not required.
2. Response time performance. (Contractors that submit a proposal offering to meet the minimum response times a greater percentage of the time (e.g. 95% of the time versus 90% of the time) will be held contractually accountable to what is proposed.
3. The crew configuration for the ambulances.
4. Surge Capacity
5. The supervisory plan of crews, including number and location of supervisory personnel.
6. An overall summary of Proposer's system operations including:
 - a. total number of ambulances in fleet;
 - b. total number of employees including line staff, supervisors, managers, administrative, billing, etc.;
 - c. contact information for third party billing agency and third party collection agency (where applicable); and
 - d. contact information for medical director; contact information for continuing education program, driver training, etc.
6. A budget, which shall include but is not limited to:
 - a. Financial information which will estimate the cost of the proposed operation and the intended source of all funding related to the provision of services in the RFP;
 - b. A list of commitments, and potential commitments which may impact assets, lines of credit, guarantor letters, or otherwise affect the Proposer's financial ability to perform the contract services.

Grading Criteria

Part III of Evaluation Instrument

Relative Weight 20/50

BINDER TAB #22
AMBULANCES PROPOSED

Please provide:

1. A description of all emergency vehicles and ambulances Proposer proposes for use in its provision of Emergency Ambulance Transportation.
2. A description of how the proposed vehicles and ambulances for the subject EOA will either meet or exceed the specifications, requirements, and performance expectations set forth in this RFP.
3. A description of Proposer's proposed ambulance replacement program.
4. In the following charts, specific information about each proposed ambulance:

A) Proposed ambulance units to be available for 911 responses:

Unit #	Chassis Manufacturer	Model	Year	Mileage*	Condition**	Type

B) Other regional ambulance units that will be available to reasonably support 911 responses:

Unit #	Chassis Manufacturer	Model	Year	Mileage*	Condition**	Type

**Using the information below, indicate the condition of the ambulance by the corresponding letter that most closely describes the ambulance:

- A New/Bristol:** An ambulance that is new or is maintained in mint or a fashion usually better than factory new-loaded with extras.
- B Above Average Condition:** Has had above average care and is equipped with extra equipment and gear.
- C Average Condition:** Clean. Attractive inside and out. Normally equipped. Mechanically sound, mid-time on mechanicals.
- D Good Condition:** Mechanically sound, requiring some interior and exterior cosmetic work. Some mechanicals on the down side of life expectancy.
- E Fair Condition:** Cosmetics still show noticeable areas of wear and tear after clean-up. Mechanically sound, but definitely on the down side of life.
- F Poor Condition:** Needs significant amount of repair. Most mechanicals need overhaul or replacement. Cosmetics almost not restorable. Cost of repairs may exceed market value.

Grading Criteria

Part III of Evaluation Instrument

Relative Weight 5/50

BINDER TAB #23
RESPONSE TIME HISTORY

Please provide a detailed summary response time reports for the three-month period of July 2016 to September 2017 for an EOA, or a geographic/call volume related area similar to the subject EOA, and include both Code 2 and Code 3 calls, separately delineated.

Grading Criteria

Part III of Evaluation Instrument

Relative Weight 5/50

BINDER TAB #24
MUTUAL AID PROVIDER

Provide a description of Proposer's Mutual Aid Provider Program.

Additional Specific Submission Data:

Provide a copy of all current mutual aid agreements that would apply to the subject EOA or provide a copy of Proposer's proposed mutual aid plan, including:

- a. Name of mutual aid provider (if known);
- b. Location of mutual aid provider;
- c. Staffing capabilities of mutual aid provider, if known;
- d. How mutual aid providers are reimbursed for calls and how the City is provided billing information for calls handled by a mutual aid provider.

Upon completion of the RFP and contract award process, City 911 provider will be required to sign a master mutual aid agreement including the elements above. In the event a master mutual aid agreement cannot be reached by the City 911 provider.

Grading Criteria

Part III of Evaluation Instrument

Relative Weight 5/50

BINDER TAB #25
PLAN FOR TAKEOVER/START-UP OF SERVICE

Describe in detail Proposer's proposed implementation plan for the takeover of services/start-up of services under the new contract, as applicable, within the subject EOA by the Effective Date; including but not limited to:

1. Proposer's transition or implementation management team;
2. Proposed start-up schedule for ensuring timely commencement of services on or before January 1, 2018.
3. Proposed initial service response and coverage plan, including deployment plans, post locations, housing, and staffing plans, and communications plan.
4. Proposer's plan for providing the City with patient billing information.

Grading Criteria

Part III of Evaluation Instrument

Relative Weight 5/50

APPENDIX A
TITLE PAGE/COVER SHEET

**(This is a sample only. Proposer may design a cover sheet provided it contains
all of the required information below.)**

**City of Hermosa Beach
Request for Proposals
For
Emergency Ambulance Transportation
Services**

Insert Proposer Name

Insert Proposer Address

Insert Proposer Authorized Contact/Representative

Signature of Authorized Contact/Representative

Insert Proposer Telephone Number

Insert Date of Bid Proposal Submission

Designate as "Original" or Copy

APPENDIX B

SAMPLE MONTHLY RESPONSE TIME REPORT

Monthly Response Time Report for the Following Timeframe:			
Contractor Name:			
Report Completed By:			
Title:			
EOA Name:			
EOA Number:			
Date Report Completed:			
	Metro/Urban		
	Code 2	Code 3	Combined
Number of patients transported			
Number of responses			
Number of "on-time" responses			
Percentage of "on-time" responses*			
Number of calls for service that were refused or not accepted by the Contractor			
Number of calls referred to approved, secondary mutual aid providers			

*If percentage of "on-time" responses in either Code 2 or Code 3 categories falls below 90% regardless of geographical area, include a narrative assessment as to the cause of any response delay below. (Attach additional sheets and documentation, as needed.)

APPENDIX C

CITY OF HERMOSA BEACH

EMERGENCY AMBULANCE TRANSPORTATION SERVICES

RFP EVALUATION INSTRUMENT

Goals

- To ensure that the proposal includes all mandatory submissions and meets all minimum requirements.
- To provide a method that (1) evaluates the Proposer's business as a whole and (2) evaluates the proposal specific to the EOA being bid (giving each part equal overall weight).
- To provide a method of evaluation that is fair and unbiased.
- To rank the submitted proposals from best to least responsive by comparing and contrasting the Proposers competing for the Hermosa Beach EOA.