INYO County Questions & Answers for RFP No. ICM-15-01, 15-02, 15-13, 15-04, and 15-05

QUESTIONS AND ANSWERS FOR INYO COUNTY RFPs ICM-15-01, 15-02, 15-03, 15-04, AND 15-05

**Q: The RFP states that we must only charge fees for service that are negotiated and approved by ICEMA. Can you tell us what those current rates are and, what is your expectation for how rates will be negotiated before awarding of the bid?**

A: Current "Usual & Customary" ground transportation rates will be posted as of 3/4/2016, see Supporting Document "15.04.07 FY 2015-16 Ambulance Rate Adjust Effective July 1 2015 - June 30 2016"

During the RFP process and based upon the evaluation criteria that leads to the recommendation and acceptance of the winning proposer's service plan, the current rates could result in rates going up or down based upon contributing factors.

**Q: The RFP says only ICEMA approved dispatch centers may be used at or above (should read below) their cost of doing business. Who are these approved centers and what are their current approved charges to the ambulance providers? The RFP seems to indicate using our own dispatch center as a secondary PSAP will be considered. If we propose that, what are your expectations of what that center needs to provide?**

A: Current approved dispatch centers include Inyo County Sheriff and within Bishop City limits; Bishop Police Department.

If a proposer were to provide secondary dispatch services, please review the Supporting Document "ICEMA Response Time Submissions File Format" to address what ICEMA's expectations are.

**Q: The RFP makes it clear the goal is to have 100% compliance with response time standards. However it also talks about how, for many reasons, that is not the final expectation. Knowing that 100% compliance is not realistic, what benchmark will you use? For example, we are use to seeing compliance reflected as a target time with 90% compliance. What will determine if the provider is out of compliance that could lead to a breach as described in the sample contract? If the provider is not compliant with whatever response time tolerance you establish, are there any fines or penalties before breach status is reached?**

A: The proposals will be reviewed based upon service delivery plans, which should include an anticipated compliance % factor. The example contract provided with the RFP includes SECTION 27, DISPUTE AND GRIEVANCE PROCEDURE, which will provide a foundation of general aspects of disputes and grievances, minor breach, appeals procedure, major breach, etc. Supporting Documents "Statistical Significance Charts 1 & 2"

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**Q: We see that you intend to award the contract on or about May 17, 2016. What date is the winner of this bid expected to commence service?**

A: Will be determined during contract negotiations.

**Q: We realize this RFP envisions only ground ambulance service in the county. If a helicopter ambulance is included in the proposal, can that helicopter stop the response time clock for compliance calculations?**

A: Yes, if an ICEMA permitted EMS Aircraft Air Ambulance is included in the proposal it will stop the response time clock.

**Q: We also noted that you are willing to consider proposals that offer different or unique approaches to providing services. If, for example, we proposed putting paramedics on "sprint" cars to meet-up with an otherwise BLS ambulance, can the single paramedic stop the response time clock like in our earlier question about a helicopter or can only an ambulance stop the clock?**

A: This will be determined during the evaluation phase. If a proposer wishes to propose a unique approach, it will be up to the proposer to clearly, concisely, and accurately communicate this in their written plan.

**Q: Audited Financials what level of audit? CPA, Some level of certified, reviewed – audited?**

A: Proposer to provide financial statements which will be reviewed by the Evaluation Group. It will be up to the proposer to clearly, concisely, and accurately communicate their financial capabilities at one of the following levels: Financial Statement Compilation, Financial Statement Review or Financial Statement Audit.

**Q: Reference to service delivery plan SECTION IV Service Delivery Plan (E,1,d) "Where Proposer believes that ALS cannot be provided on a 24/7/365 schedule, or where ALS units would not be deployed due to financial realities, Proposer must explain why and demonstrate an adequate alternative response model and level of service."**

A: If a proposer wishes to propose less than 24/7/365 or a reduced level of service, it will be up to the proposer to clearly, concisely, and accurately communicate this in their written plan.

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**Q: Regarding level of service BLS and then growing to LALS/ALS who would approve such change in level of service going forward?**

A: ICEMA would review the change and submit any proposed change to the California EMS Authority in an EMS Plan update.

**Q: If Lone Pine were not to bid EOA 4, what would happen?**

A: If no bids were received for a particular EOA, it would become non-competitive and any ICEMA permitted provider would be allowed to compete for calls.

**Q: Are there IFT time performance metrics within the RFP?**

A: No, an exclusive provider cannot turn down a non-emergency IFT transport, nor are there specific response time metrics for IFTs.

**Q: Is there a reason why points for ambulances were created this way (SECTION VII, 2(c) "Equipment, maintenance and management (50 points)?**

A: The final document was developed during the Inyo County Board of Supervisors workshops that included stakeholders' consensus.

**Q: Since this is such a small group (Proposers) couldn't ICEMA just contact us with answers to Proposer questions?**

A: No, ICEMA will post answers to questions on its website.

**Q: If a Proposer experiences difficulty registering in ePRO or what to list as a category, who can assist?**

A: Initial contact: Mary Barrett (909) 388-5828 or vial e-mail at mary.barrett@cao.sbcounty.gov.

**Q: EOA 4 Eastern boundary (Towne's Pass, Hwy 190) has been changed to "Death Valley National Park Boundary, and should be corrected on the RFP?**

A: Partially correct. No, the Eastern Boundary of EOA 4 has not been changed; however; there was an Attachment "B" in the current provider's contract that changed the provider's response boundary to "Death Valley National Park Boundary". This will be addressed in contract negotiations.