

Brown County RFP #16-025

July 31, 2015

#	Page/Cite	Question/Answer	
1.	Pg.1 Invitation	Q.	Is the maximum term of this contract ten (10) years at which time there will be another open procurement or is there potential for extensions beyond the ten year term for superior performance?
		A.	<i>The maximum term of this procurement and the resulting contract will be 10 years. It is yet undecided what will occur at that time.</i>
2.	Pg.2 Overview	Q.	The document refers to a single “other” provider that provides transports for the Veterans Administration. Have there been any transports lost to this or to other providers and how will the exclusivity be enforced to prevent this or other providers from attempting to secure transports from within the designated service area?
		A.	<i>Each of the Cities and the County involved in this procurement has the responsibility to enforce their exclusivity ordinances.</i>
3.	Pg.3 Responsibilities	Q.	<p>The document indicates that the County will develop an ambulance committee to provide “operational and medical oversight” functions.</p> <p>What will be the make-up of the committee and what will be the nature of the oversight they are providing? For example, will they be the committee that the Contractor reports to or do they anticipate having a role in the operational planning and deployment decision making process. Also, what will be the nature of their medical oversight?</p> <p>Will a member of this committee function as the Medical Director for the Contractor?</p> <p>Are we allowed to contact and meet with the local Fire Chiefs and Law Enforcement officials during the preparation of our response?</p> <p>Are there specifically any people that we cannot contact?</p> <p>This section of the document also refers to the County’s responsibility to “Regulate rates and fees for EMS service”. Will this committee have the authority/responsibility to set rates or to just ensure that the Contractor is not exceeding the proposed APC?</p>

		<p>A. <i>The Ambulance Committee has not yet been developed. Their role, when developed will be oversight (delegated from the County). The County may delegate some authority to them to approve (not develop) contractor changes in deployment, protocols etc.</i></p> <p><i>It is anticipated there will be some medical personnel (physician or nurse) on the committee, but they will not function as the contractor's medical director.</i></p> <p><i>You can contact fire chiefs and law enforcement officials to discuss and learn about the current system.</i></p> <p><i>Section VII, 4. (pg 30) of the RFP provides further clarification of who cannot be contacted.</i></p> <p><i>This committee (or the County) will not set rates outside of the requirements of the RFP and/or the ensuing contract</i></p>
4.	Pg.4 Responsibilities	<p>Q. <i>The document spells out that the Contractor will be responsible for “Accurate completion and timely submission of approved clinical and billing related data”. Can you provide more detail on what clinical data is expected and to whom it is to be submitted? Also, since much of the billing and collection information is protected by HIPAA regulations or is proprietary in nature, what billing and collection information is expected and how will this information be used and protected?</i></p> <p><i>Reference is made in this section to “System Standards of Care”. Are these currently being utilized and if so where can they be found?</i></p> <p><i>This section also indicates that the Contractor is responsible for providing appropriate offices and facilities within the County. Is any County property currently being utilized for office space and station facilities and if so where are they located and how much is the rent? If not, what is currently being utilized for crew member housing?</i></p>
		<p>A. <i>Data submission will be a negotiated element between the contractor and County based on the proposal responses. You can expect to submit summary data regarding elements of the operations, not unlike any other normal performance based contract.</i></p> <p><i>The County expects to see the “Standards of Care” proposed by the bidders (i.e. collective levels of service and training, clinical practices, protocols, etc.).</i></p> <p><i>There are no County provided spaces being used by the current contractor. There is an agreement with the City of Bangs and the contractor regarding space in that City. Bidders are encouraged to contact the City Manager of Bangs if you are interested in continuing that relationship.</i></p>

5.	Pg. 9 Ops Management	Q.	<p>The document indicates that the contractor must furnish stand-by coverage for special events, inter-facility transfers, and long distance transfers. How many stand-bys are anticipated and are these expected to be dedicated stand-by and is the Contractor permitted to charge for standby services?</p> <p>Is the reimbursement for the non-emergency and inter-facility transfers covered by a separately negotiated contract between the Contractor and each facility?</p> <p>Is each facility a payor of last resort?</p>
		A.	<p><i>“Stand –bys” are not part of the exclusivity and the contractor may provide them and charge for them if they wish. It is unknown how many occur.</i></p> <p><i>The County is not responsible for reimbursement of inter-facility and long distance transports. Nor is “payor of last resort” part of our responsibility.</i></p>
6.	Pg. 10 Response Times	Q.	<p>Since the RFP does not include any verifiable call data for us to base the initial deployment plan on will the County allow a 6-month grace period while a deployment plan is implemented and fine-tuned?</p>
		A.	<p><i>No, you should bid this system with the expectation that you will be responsible for compliance on day one.</i></p>
7.	Pg. 13 Cont Prov Equip	Q.	<p>What is the availability of radio frequencies, repeaters and trunks for the Contractor’s use?</p> <p>Does the Contractor own the radio system that is currently in use?</p> <p>Does the County require the Contractor to install County radios in the units to enable communications with the other County allied agencies?</p>
		A.	<p><i>It is recommended that each bidder visit and understand the current workings of dispatch and radio communications within the County. There is no County provided radios. Any requirements regarding communications are listed in the RFP. Bidders are encouraged to bid the radio and communication system that best provides consistent, interoperability communication across the County providers. Radio frequencies are included as an attachment to this packet.</i></p>
8.	P. 14 First Response	Q	<p>The document refers to replacement of ALS medical supplies used by First Responders. Which departments provide ALS First Response?</p> <p>Are they responsible for maintaining their own medication inventory</p> <p>Does each department have their own Medical Direction or do they all use the same Medical Director?</p>

		A.	<i>Each first responder and/or volunteer agency operates differently, at different levels and with different levels of paid vs. volunteers. They are responsible for their own medication inventory if any. The County is unaware of the medical director situation.</i>
9.	Pg. 17 Personnel	Q.	<p>This section defines a material breach could occur if the contractor fails to respond to a call or to transport or to render emergency medical patient assessment and treatment, as appropriate, or to otherwise refuse or fail to provide any ambulance services to any location within the regulated service area because of the patient's perceived, demonstrated, or stated inability to pay for such services, or because of an unavailability status or the location of any ambulance unit at the time of the request.</p> <p>We understand and agree with this provision for requests for service received through the 9-1-1 system but will the Contractor have the ability to turn down requests for service such as LDT's that do not meet medical necessity and where there is no mechanism for payment.</p>
		A.	<i>No other service can transport patients originating from the service area. The County cannot compel you to take LDT's that do not meet medical necessity or if there is no mechanism for payment. However, due to the exclusivity provision the successful bidder will be expected to work with the single hospital in the County in a collaborative manner.</i>
10.	Pg. 17 Data & Report	Q.	The RFP requires that "annual income statements for the contractor's operation under the county's contract shall be provided to the county within ninety (90) days of the end of each fiscal year." Often times we are not the ones that determine when the accounting firm will complete their work. Can this ninety (90) day requirement be adjusted to read "as soon as completed or not to exceed 180 days following the end of the reporting period"?
		A.	<i>Bidders should plan to submit at least interim annual income statements within the prescribed time frames.</i>
11.	Pg. 19 Clinical	Q.	Can the County provide a list (names redacted) that indicates the number of current EMS employees, their skill level or position(s) within the organization, their salary or rate of pay along with work schedule and anniversary date for merit increases? Will we be permitted to schedule meetings with the employees prior to RFP submission and award?
		A.	<i>The County cannot provide that information. Requests to speak with employees should be directed to the current provider.</i>

12.	Pg. 20 Character	Q.	This section requires that “all persons employed by the contractor in the performance of work shall be competent, shall hold appropriate licenses and permits in their respective professions, and shall be required to pass a criminal record check. The contractor shall provide documentation to the county of compliance with this provision.” In what form would the County like to see the documentation that we comply with this section? Is a statement from the company we utilize sufficient to meet this requirement?
		A.	<i>Each bidder will submit the material in the form or format they choose</i>
13.	Pg. 20 Key Personnel	Q.	The RFP encourages an early start up plan if possible. Will the County provide exemptions from certain provisions of the contract should an early start up become necessary? For example, build times for new vehicles is well beyond the ninety (90) day window due to chassis availability. Also, there is some question if the ANI/ALI hook up can be completed within the ninety day requirement.
		A.	<i>It is not anticipated that an early start up will be necessary or required, but we wish to see your plan. If an early start up is required concessions will be granted.</i>
14.	Pg. 25 Cont. Default Pg. 25 Provisions for Termination	Q.	Item 16 of this section states “Any other failure of performance, clinical or other, required in accordance with the contract and which is determined to constitute a default or endangerment to public health and safety” We feel this is much too broadly worded and essentially allows for a no-fault termination. Can this be re- worded to include a “for cause” provision to protect the Contractor from termination of the contract for essentially any reason or no reason at all? The document says “notwithstanding the foregoing, at the sole discretion of the county, it may determine that the contractor has defaulted in a manner that is deemed immediately detrimental to the patients and/or system and the county may immediately terminate the contract.” This is a very broad area for termination that offers no protection for the Contractor and makes this essentially a minute to minute contract. Can this be changed to offer termination “for cause” only?
		A.	<i>We do not agree that this language would allow for a “no fault” termination. Both segments are relatively common RFP protections against a serious default that could not be anticipated at the time of the bidding process.</i>
15.	Pricing	Q.	Will the County please provide a list of the current rates and charges in effect as well as the current reimbursement rates and/or payor mix (including subsidy) for the most recent calendar year. What calls are classified as “non-eligible” in the calculation of the APC?

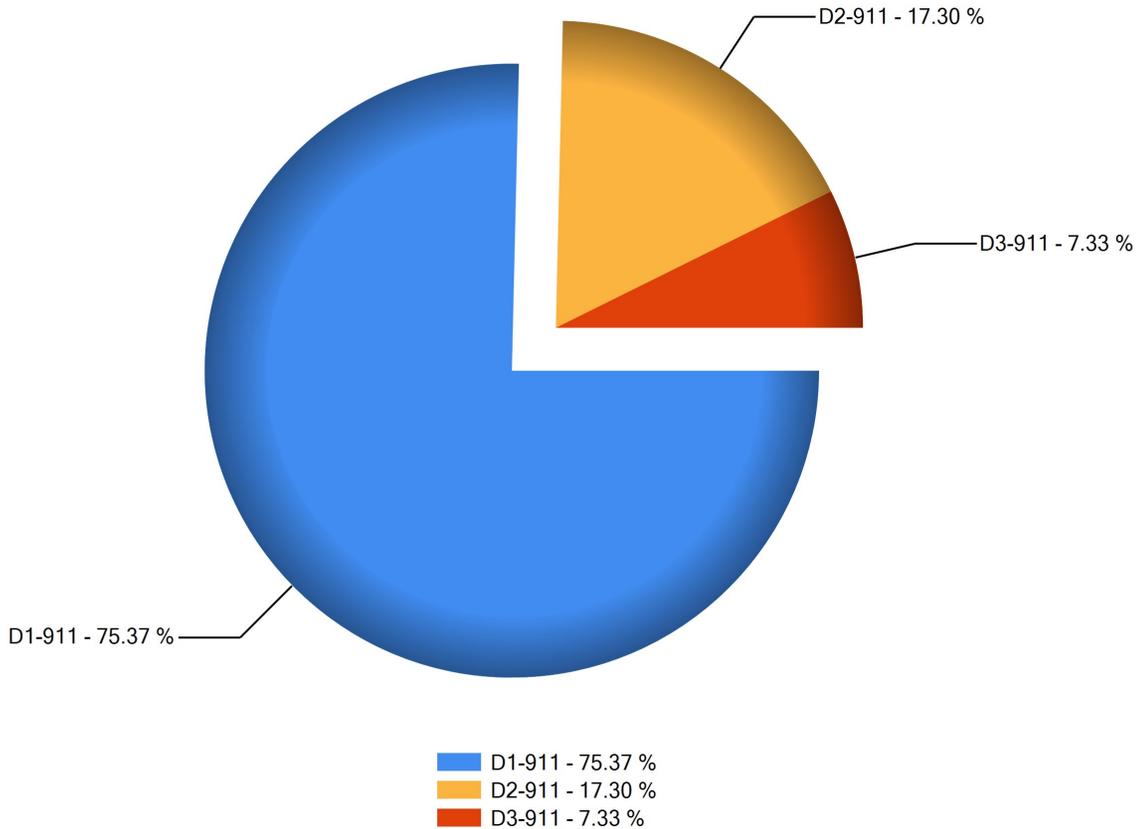
		A.	<i>The current rates will be provided and the local payor mix (provided by the hospital) are attached to this packet. Please see Section VI. Pricing, B. System Funding and Pricing, pg. 28 for the answer to the APC calculation.</i>
16.	Response Zone Volume	Q.	Can the County provide the current historical response volume data, broken down by response time zone?
		A.	<i>Please see attached</i>
17.	Subsidy	Q.	Can the County provide the current subsidy amount paid to the current provider, if any?
		A.	<i>That information can be found in the current agreement.</i>
18.	Payor Mix	Q.	Can the County provide annual payor mix data for the local transports?
		A.	<i>Please see attached</i>
19.	Zones	Q.	What response zones do the cities of Early and Bangs fall into?
		A.	<i>Early is in Zone 1, Bangs is in Zone 2</i>

Brown County - Compliance Report

Allegiance Ambulance

Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqual	4/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	4/30/2015
Priority	InList	P3 IMMEDIATE RESPONSE,P1 LIFE THREATENI
Referred By Resource Code	InList	D3-911,D1-911,D2-911

Response District	# of Trips	% of Total Trips
D1-911	257	75.37 %
D2-911	59	17.30 %
D3-911	25	7.33 %
Total Trips: 341	Avg Response Time :	8.45



Brown County - Compliance Report - District 1

Allegiance Ambulance

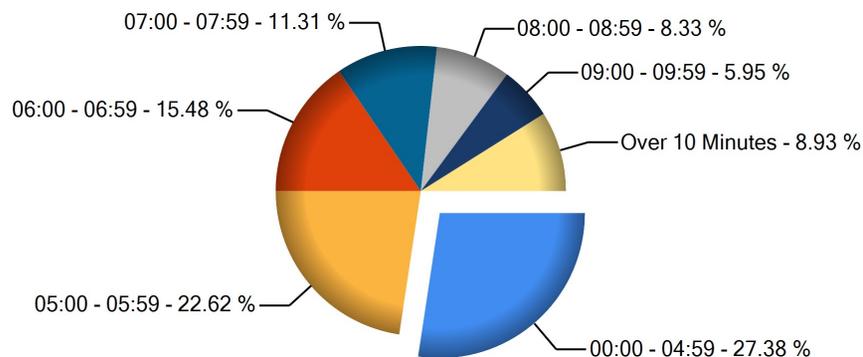
Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqual	4/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	4/30/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D1-911

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 04:59	46	27.38 %	46	27.38 %
05:00 - 05:59	38	22.62 %	84	50.00 %
06:00 - 06:59	26	15.48 %	110	65.48 %
07:00 - 07:59	19	11.31 %	129	76.79 %
08:00 - 08:59	14	8.33 %	143	85.12 %
09:00 - 09:59	10	5.95 %	153	91.07 %
Over 10 Minutes	15	8.93 %	168	100.00 %

Total Trips: 168

Avg Response Time :

5.74



Brown County - Compliance Report - District 2

Allegiance Ambulance

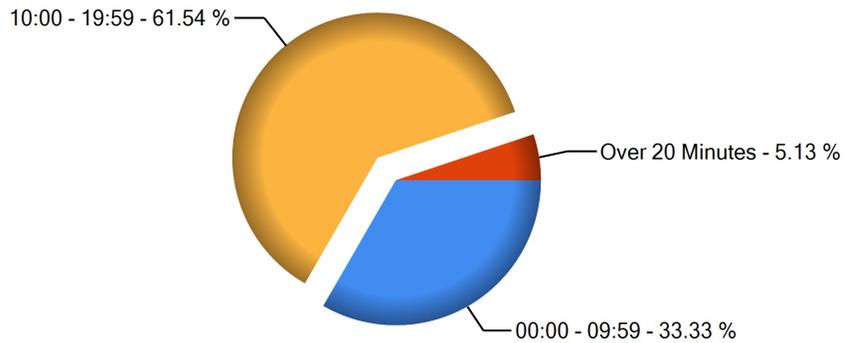
Pickup Time (Current Time Zone)	GreaterThanOrEqual	4/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	4/30/2015
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
Company	Equal	Allegiance Ambulance
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
District Code	Equal	BROWN COUNTY
Referred By Resource Code	InList	D2-911

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 09:59	13	33.33 %	13	33.33 %
10:00 - 19:59	24	61.54 %	37	94.87 %
Over 20 Minutes	2	5.13 %	39	100.00 %

Total Trips: 39

Avg Response Time :

11.20



Brown County - Compliance Report - District 3

Allegiance Ambulance

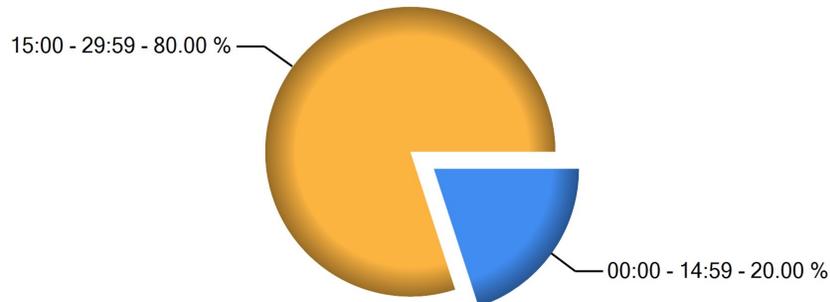
Pickup Time (Current Time Zone)	GreaterThanOrEqual	4/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	4/30/2015
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
Company	Equal	Allegiance Ambulance
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
District Code	Equal	BROWN COUNTY
Referred By Resource Code	InList	D3-911

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 14:59	4	20.00 %	4	20.00 %
15:00 - 29:59	16	80.00 %	20	100.00 %

Total Trips: 20

Avg Response Time :

18.59

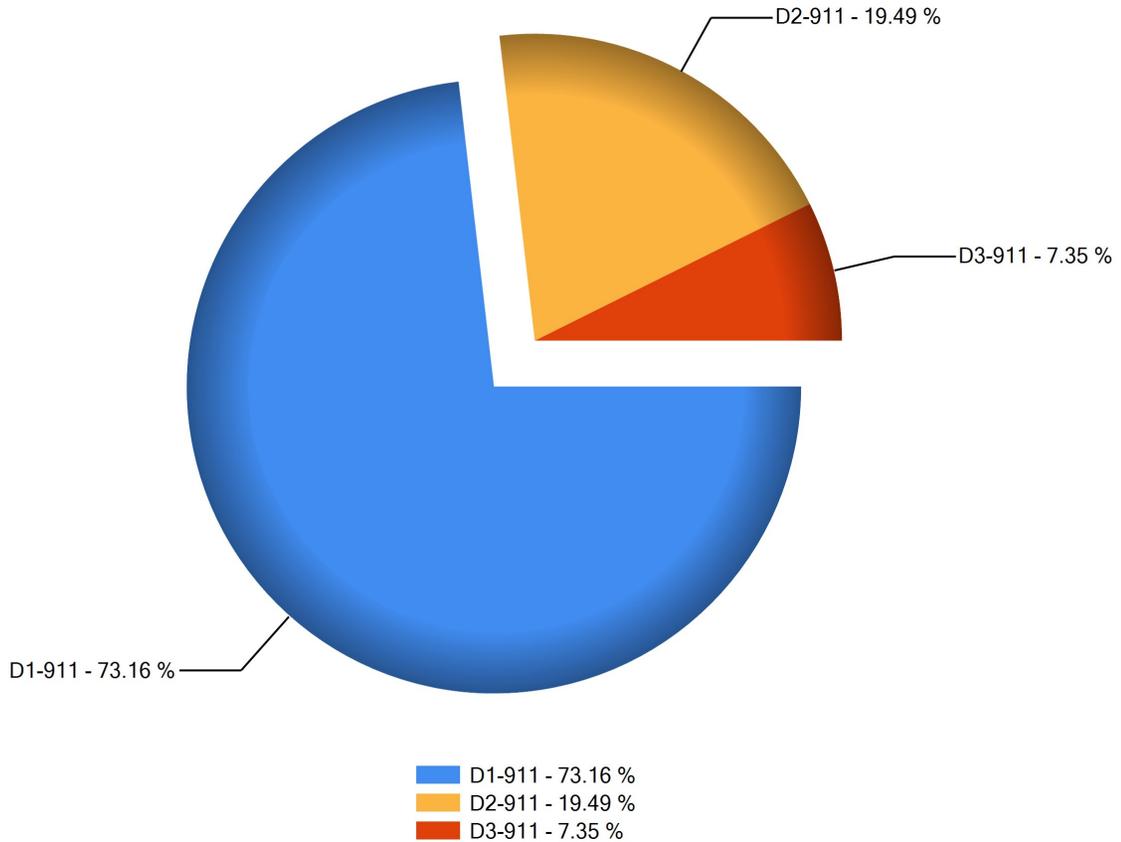


Brown County - Compliance Report

Allegiance Ambulance

Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqual	5/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	5/31/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D1-911,D2-911,D3-911
Late Reason Code	NotEqual	UNSAFE SCENE- STAGING

Response District	# of Trips	% of Total Trips
D1-911	199	73.16 %
D2-911	53	19.49 %
D3-911	20	7.35 %
Total Trips: 272	Avg Response Time :	7.77



Brown County - Compliance Report - District 1

Allegiance Ambulance

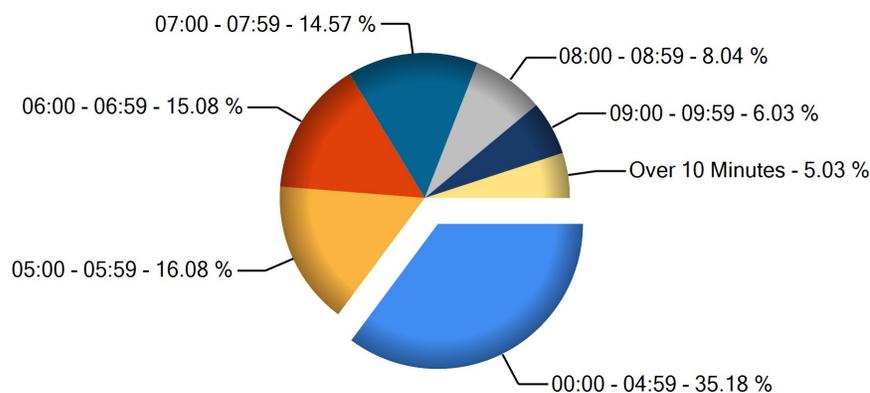
Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqual	5/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	5/31/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D1-911
Late Reason Code	NotEqual	UNSAFE SCENE- STAGING

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 04:59	70	35.18 %	70	35.18 %
05:00 - 05:59	32	16.08 %	102	51.26 %
06:00 - 06:59	30	15.08 %	132	66.33 %
07:00 - 07:59	29	14.57 %	161	80.90 %
08:00 - 08:59	16	8.04 %	177	88.94 %
09:00 - 09:59	12	6.03 %	189	94.97 %
Over 10 Minutes	10	5.03 %	199	100.00 %

Total Trips: 199

Avg Response Time :

5.36



Brown County - Compliance Report - District 2

Allegiance Ambulance

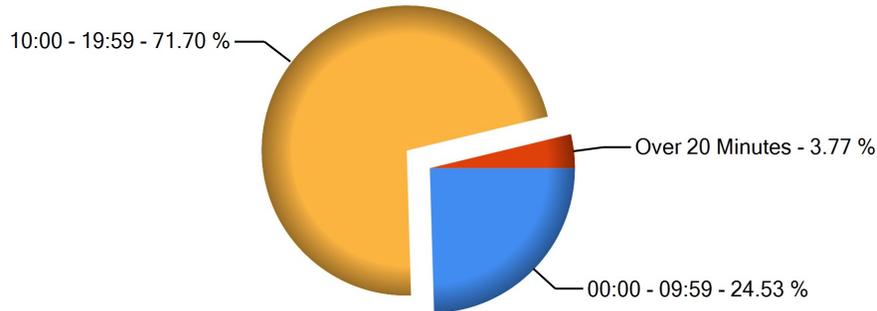
Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqual	5/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	5/31/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D2-911
Late Reason Code	NotEqual	UNSAFE SCENE- STAGING

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 09:59	13	24.53 %	13	24.53 %
10:00 - 19:59	38	71.70 %	51	96.23 %
Over 20 Minutes	2	3.77 %	53	100.00 %

Total Trips: 53

Avg Response Time :

11.74



Brown County - Compliance Report - District 3

Allegiance Ambulance

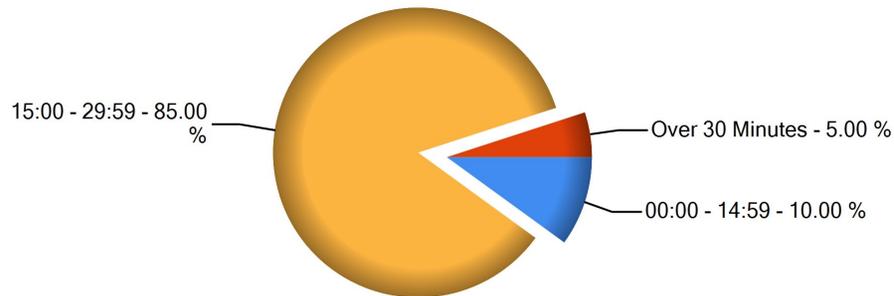
Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqualTo	5/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqualTo	5/31/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D3-911
Late Reason Code	NotEqual	UNSAFE SCENE- STAGING

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 14:59	2	10.00 %	2	10.00 %
15:00 - 29:59	17	85.00 %	19	95.00 %
Over 30 Minutes	1	5.00 %	20	100.00 %

Total Trips: 20

Avg Response Time :

21.17

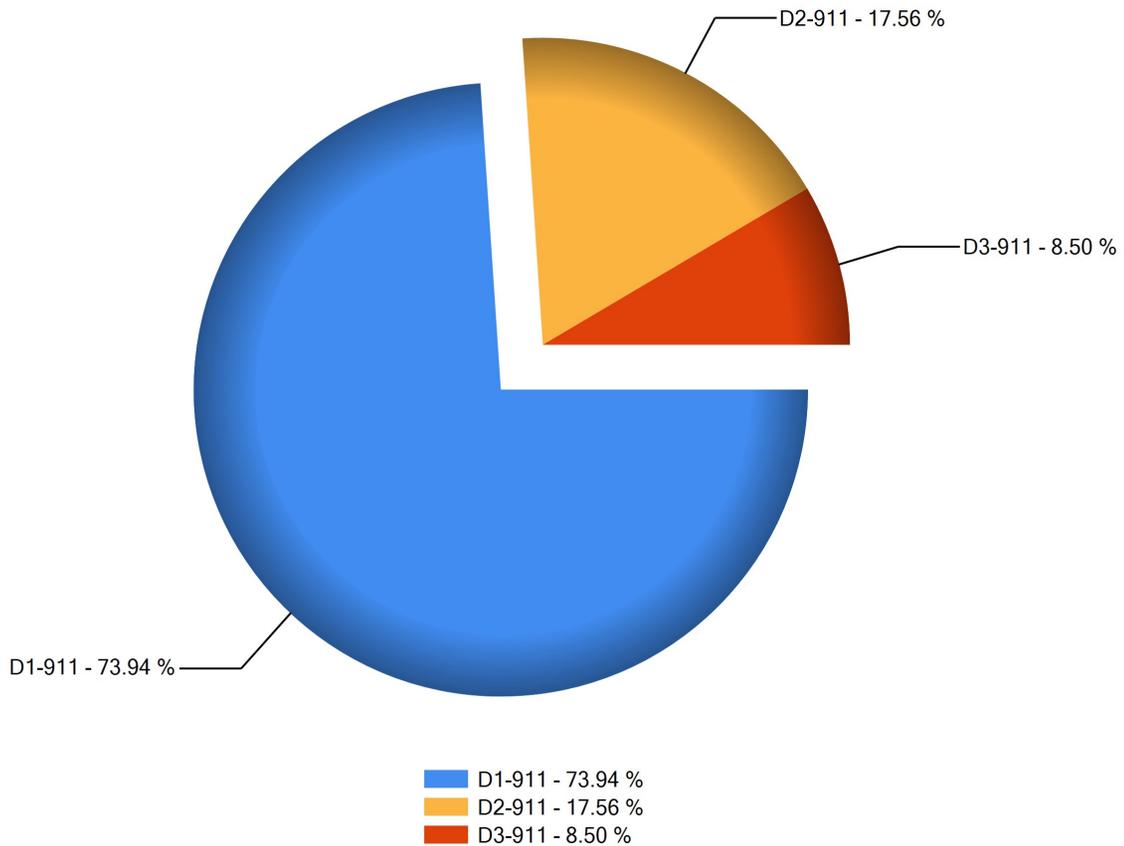


Brown County - Compliance Report

Allegiance Ambulance

Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqual	6/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqual	6/30/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D1-911,D2-911,D3-911

Response District	# of Trips	% of Total Trips
D1-911	261	73.94 %
D2-911	62	17.56 %
D3-911	30	8.50 %
Total Trips: 353	Avg Response Time :	8.98



Brown County - Compliance Report - District 1

Allegiance Ambulance

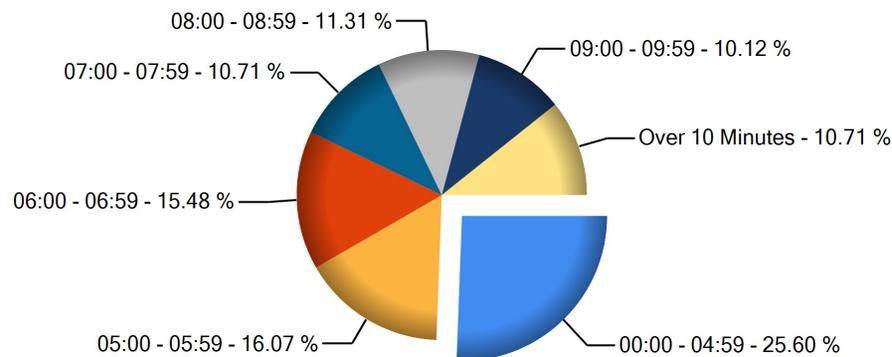
Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqualTo	6/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqualTo	6/30/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D1-911

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 04:59	43	25.60 %	43	25.60 %
05:00 - 05:59	27	16.07 %	70	41.67 %
06:00 - 06:59	26	15.48 %	96	57.14 %
07:00 - 07:59	18	10.71 %	114	67.86 %
08:00 - 08:59	19	11.31 %	133	79.17 %
09:00 - 09:59	17	10.12 %	150	89.29 %
Over 10 Minutes	18	10.71 %	168	100.00 %

Total Trips: 168

Avg Response Time :

6.02



Brown County - Compliance Report - District 2

Allegiance Ambulance

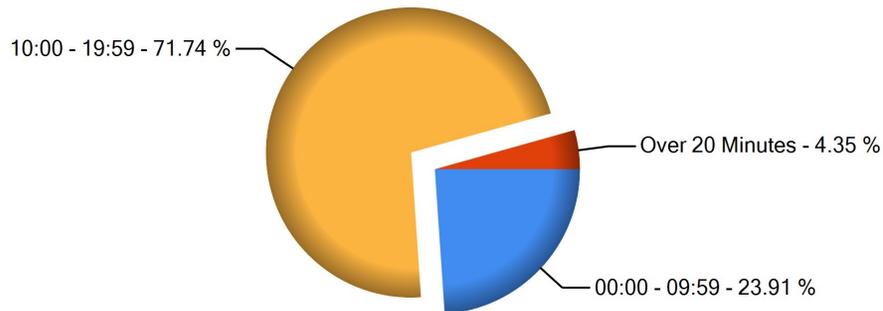
Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqualTo	6/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqualTo	6/30/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D2-911

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 09:59	11	23.91 %	11	23.91 %
10:00 - 19:59	33	71.74 %	44	95.65 %
Over 20 Minutes	2	4.35 %	46	100.00 %

Total Trips: 46

Avg Response Time :

12.86



Brown County - Compliance Report - District 3

Allegiance Ambulance

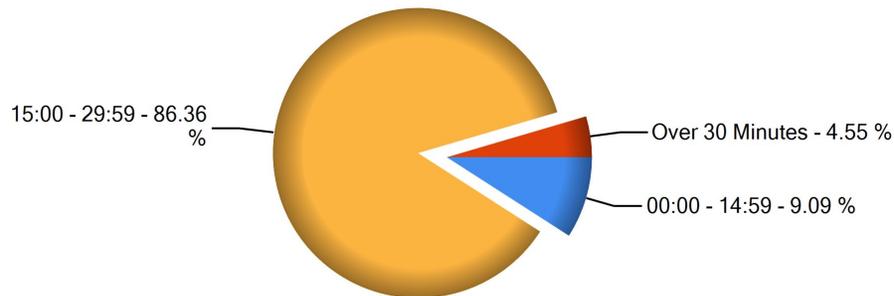
Company	Equal	Allegiance Ambulance
Times.Unit Status	Equal	At Scene
Times.Actual Time	IsNotNull	
District Code	Equal	BROWN COUNTY
Pickup Time (Current Time Zone)	GreaterThanOrEqualTo	6/1/2015
Pickup Time (Current Time Zone)	LessThanOrEqualTo	6/30/2015
Priority	InList	P1 LIFE THREATENING EMERGENCY,P2 TIME S
Referred By Resource Code	InList	D3-911

Response Time	# of Trips	% of Total Trips	Cumulative Total Trips	Cumulative Percentage
00:00 - 14:59	2	9.09 %	2	9.09 %
15:00 - 29:59	19	86.36 %	21	95.45 %
Over 30 Minutes	1	4.55 %	22	100.00 %

Total Trips: 22

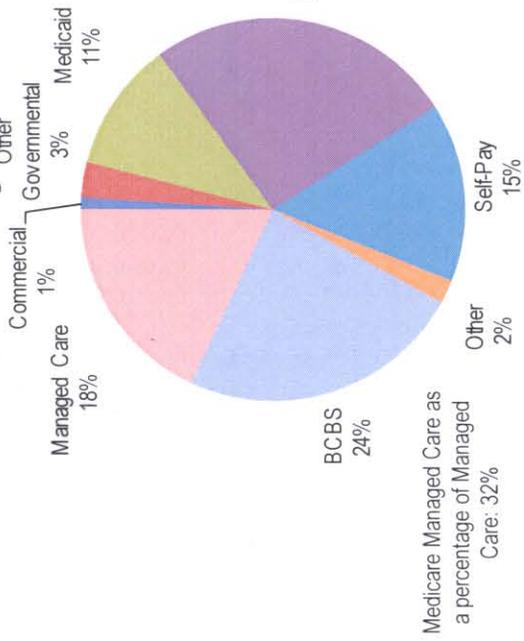
Avg Response Time :

20.95



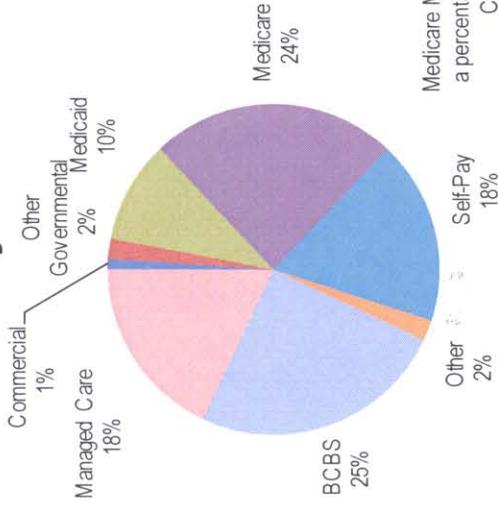
Payor Mix

2013 Payor Mix

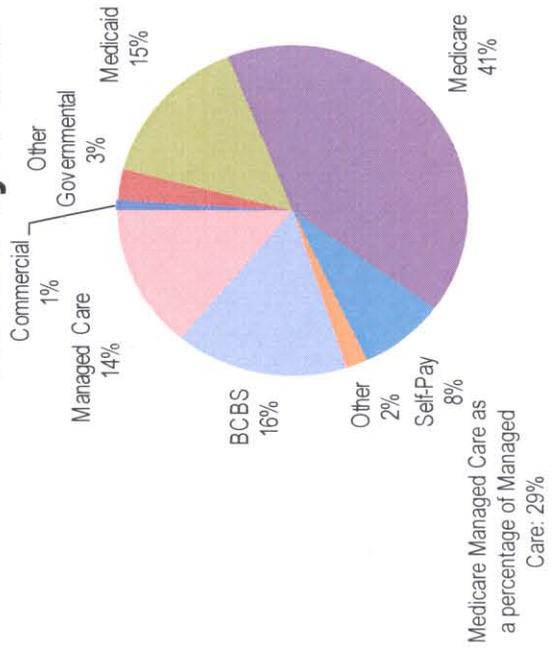


By Net Revenue

2014 Payor Mix*

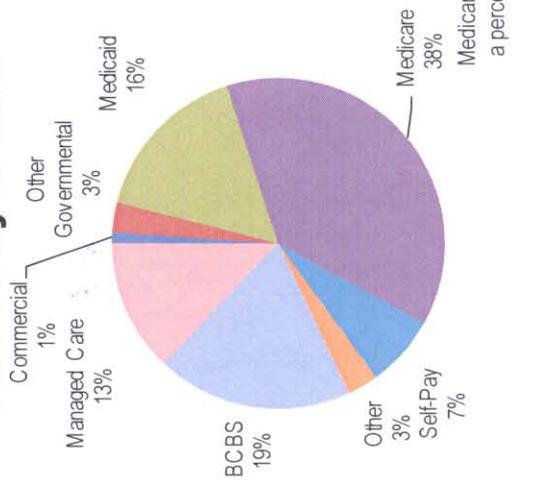


2013 Payor Mix



By Adjusted Admissions

2014 Payor Mix*



*Projected 2014 12 months actual, 0 months projected.
\$ in 000s

Brownwood Radio Frequencies:

Fire	154.325	D132N	153.770	D132N
Early Fire	154.205	94.8	150.790	94.8
Sheriff this channel)	155.550	123.0	154.830	123.0 (Other surrounding cities are dispatched on
Police	155.490	D263N	155.490	D263N
VCALL10	155.7525	156.7	155.7525	156.7
VTAC 11	151.1375	156.7	151.1375	156.7
VTAC 12	154.4525	156.7	154.4525	156.7
VTAC 13	158.7375	156.7	158.7375	156.7
VTAC 14	159.4725	156.7	159.4725	156.7
VFIRE 21	154.2800	156.7	154.2800	156.7
VFIRE 22	154.2650	156.7	154.2650	156.7
VFIRE 23	154.2950	156.7	154.2950	156.7
VFIRE 24	154.2725	156.7	154.2725	156.7
VFIRE 25	154.2875	156.7	154.2875	156.7
VFIRE 26	154.3025	156.7	154.3025	156.7
VMED 28	155.3400	156.7	155.3400	156.7
VMED 29	155.3475	156.7	155.3475	156.7
VLAW 31	155.4750	156.7	155.4750	156.7
VLAW 32	155.4825	156.7	155.4825	156.7
TXCALL1D	154.9500	156.7	154.9500	156.7
TXCALL2D	155.3700	156.7	155.3700	156.7