

6/30/2020

Question Number	Document Reference / Topic	Question	Response
1	<p>Section 1.7 A.3 <i>"Proposer shall compensate ALS fire first responder for services <u>based upon reduced ambulance unit hours</u> as a result of this partnership and shall not compensate fire for more than the actual cost to the proposer."</i></p> <p>Section 1.7 A.4 states <i>"Proposer and fire first responder will <u>mutually determine the cost value for compensation</u> of ALS fire first responder services."</i></p>	Suggest striking 1.7 A.3 in its entirety.	<p>Section 1.7.A.3 has been revised to read, "Proposer shall compensate ALS fire first responder for services based upon reduced ambulance unit hours rendered as a result of this partnership and shall not compensate fire for more than the actual cost to the proposer."</p> <p>Section 1.7.A.4, second sentence has been revised to read, "Proposer and fire first responder will mutually determine the cost value for compensation of ALS fire first responder services and shall not compensate fire for more than the actual cost to the proposer."</p> <p>An addendum will be issued.</p>
2	Exhibit 5 9.B.2 states the contract agrees to commence negotiations within 90 calendar days from date of this agreement with fire agencies within their EOA.	Can the proposer negotiate a contract with ALS fire first responder prior to submittal of RFP?	Yes. Conversations with ALS fire departments are encouraged as part of a proposer's due diligence.
3	Section 1.7 A.5.e. Agreements with Fire. First Watch/First Pass to be utilized by Fire First Responders.	<p>Who will be responsible for First Watch/First Pass fees for Fire?</p> <p>Will ALS Fire be required to have MDTs?</p>	<p>The proposer will not be responsible for any FirstWatch fees for Fire first responder agencies.</p> <p>MDTs are not required for Fire first responders.</p>

4	Section 2.2 A.1. Cover Letter	Please clarify the length of the cover letter and verify it should contain materials submitted?	The cover letter shall be one page and identify that the proposer has submitted all the required material per the RFP.
5	Section 4	Cyber Liability of \$1 million was added to this RFP. The original RFP (MVEMS 2019-8) and addendum #3 (11/14/19) had no Cyber Liability requirements.	In Section IV the requirement for Cyber Liability has been revised to read, "To be carried at all times during the term of the Contract and for three years thereafter." An addendum will be issued.
6	Section 6.4.3 <i>Proposer shall have available as a part of its fleet a minimum of one (1) four-wheel drive ambulance capable of 9-1-1 emergency ambulance response on inclement snow-covered roadways.</i>	Please clarify the AWD (all wheel drive) ambulances are acceptable.	Either is acceptable.
7	Section 6.8 B.3 <i>Maximum unit hour utilization for 24-hour ambulance units shall not exceed 0.50.</i>	Is this measured on a daily, weekly or monthly basis? How will permission be granted in real-time daily?	UHU will be measured on a quarterly basis.
8	Section 6.8 K.1.b <i>Pre-accreditation field evaluation for paramedics.</i>	How will the employer evaluate the ALS skills in the field of a non-accredited paramedic?	A licensed paramedic new to Calaveras County must complete the MVEMSA minimum requirements before being authorized to work independently.
9	Section 6.13 A.3.	Please clarify that the \$1.00 per mile is only for the amount actually collected.	Yes, that is correct. The amount to support this fund is only the amount collected.
10	Section 6.13 E.1	Request to change the Year end financial documents from 90 days to 120 days. Working on an Accrual basis books are not closed for at least 30 days, which leaves 60 days for an independent audit and tax filings.	Section 6.13.E.1 has been revised to allow 120 days for the submission of the annual financial statements. An addendum will be issued.

11	<p>Exhibit 4 Response Time Liquidated Damages B., D. & I. <i>state that the penalties are "monthly".</i></p> <p>Section 6.3 A.2.b. <i>defines the measurement period as any complete month or accumulation of months in which the total number of calls in a response area equals or exceeds 250 or a twelve month period.</i></p>	Please clarify?	Exhibit 4 Response Time Liquidated Damages B., D. and I. have been revised to reflect compliance measured on a completed compliance period. An addendum will be issued.
12	<p>Exhibit 4 f. <i>All other exemption requests shall be for good cause only, as determined by the MVEMSA. Exemptions shall be considered on a case-by-case basis. The burden of proof that there is good cause for an exemption shall rest with the Contractor, and the Contractor must have acted in good faith. The alleged good cause must have been a substantial factor in producing the excessive response time.</i></p>	<p>Will the Agency also consider exemptions for delays due to patient/base hospital requests to go to out of county hospitals that delay ambulance turnaround times by significantly longer travel times to return to County?</p> <p>Currently approximately 45% of all 911 calls are being transported out of county.</p>	This type of exemption can fall under the "Other" category of exemption requests.
13	Exhibit 5 10.A.1.d	Change \$4 million per occurrence to \$1 million as outlined in Section IV.	Exhibit 5.10.A.1.d has been revised to read, "Insurance for Private and Network Security as well as Technology Errors and Omissions to be carried at all times during the term of the Contract and for three years thereafter." An addendum will be issued.

14	<p>Section 1.2 C.1 <i>Provider must agree to enter into an agreement with Mark Twain Hospital.</i></p> <p>Section 1.2 D <i>The exclusive holder for each EOA will provide ALS level of care for all requests for 9-1-1 Ambulance Services included within the exclusive area except as provided in Section 6. A BLS IFT level of care may be provided when such level is determined by the hospital as adequate to meet the needs of a patient to be transported.</i></p>	Is this hospital willing to collaborate with the awarded provider on determining the level of service requested to ensure medical necessity requirements are met?	Yes. This interfacility transfer agreement is negotiated between the winning proposer and Mark Twain Medical Center.
15	<p>Section 1.6 <i>Interfacility Transfer originating from Mark Twain Hospital.</i></p>	Due to the shortened timeline, will the County provide a breakdown of calls from 2019 coming out of Mark Twain Hospital by level of service?	If this data is not available in the CAD data, MVEMSA can request it from Mark Twain Medical Center.
16	<p>Section 1.6 <i>Ambulance Responses - Data Obtained from Sheriff CAD</i></p>	Due to the shortened timeline of solicitation process, can a full year of the most recent ambulance response CAD data be provided that will be inclusive of dry runs and canceled calls to facilitate development of a deployment plan?	Upon receipt of a Letter of Intent, MVEMSA will provide sufficient data for the development of a deployment plan.
17	<p>Section 1.6 <i>Ambulance Responses - Data Obtained from Sheriff CAD</i></p>	Will the County provide raw CAD data for IFT transports?	Upon receipt of a Letter of Intent, MVEMSA will provide all data made available from the authorized dispatch center.
18	<p>Section 1.6 <i>Ambulance Responses - Data Obtained from Sheriff CAD</i></p>	Will the County provide raw CAD data for air transports?	MVEMSA does not have access to air ambulance data.

19	Section 1.6 Ambulance Responses - Data Obtained from Sheriff CAD	At a minimum, will the County provide CAD data that reflects the full compliment of call times, to include Time of Dispatch, unit en route time, at-scene time, depart scene time, at-hospital time and call cleared time ?	Upon receipt of a Letter of Intent, MVEMSA will provide all data made available from the authorized dispatch center.
20	Section 1.6 Ambulance Responses - Data Obtained from Sheriff CAD	Will address information be made available with the CAD data, including latitude and longitude of each event?	Upon receipt of a Letter of Intent, MVEMSA will provide all data made available from the authorized dispatch center.
21	Section 1.6 Ambulance Responses - Data Obtained from Sheriff CAD	If the CAD data is a raw feed, will the County provide any field descriptions that would assist in removing events that are not ambulance related - e.g., admin, law, fire events, etc.?	Upon receipt of a Letter of Intent, MVEMSA will provide all data made available from the authorized dispatch center.
22	Section 1.6 Ambulance Responses - Data Obtained from Sheriff CAD	Can any Shapefiles that were created in the development of the RFP be made available?	Shapefiles are not available. All maps that were created for the RFP will be made available on the MVEMSA website.
23	Section 1.6 Ambulance Responses - Data Obtained from Sheriff CAD	Can any Shapefiles that indicate the zones and population densities be made available?	Shapefiles are not available. All maps that were created for the RFP will be made available on the MVEMSA website.
24	Section 1.6 Ambulance Responses - Data Obtained from Sheriff CAD	If Shapefiles are not available, can we ensure that the CAD data contains a field that includes the zone of each event?	CAD Data will include location and zone data.
25	Section 1.6 Payor Mix	Can you provide the number of times a ground ambulance call was turned over for air transport?	If this data is available from the CAD, MVEMSA will provide it upon receipt of a Letter of Intent.

26	Section 1.7, 2 <i>The Proposer for the South Zone is encouraged to include an agreement with the Copperopolis Fire Protection District to provide ALS fire first response services and/or ALS ambulance transport services in the District's response zone to meet the requirements of this RFP.</i>	Are there existing Agreements? If yes, can they be made available to Proposers so that the cost can be considered and as necessary included in proposed ambulance user fees?	There is not an existing agreement between the present ambulance provider for the South Zone and the ALS fire agency for the purpose of meeting the requirements of this RFP.
27	Section 1.7, 3 <i>Proposer shall compensate ALS fire first responder for services based upon reduced ambulance unit hours as a result of this partnership and shall not compensate fire for more than the actual cost to the proposer.</i>	Is the provider only required to provide compensation to the ALS Fire first responders or are the BLS/Volunteer Fire Services entitled to compensation? Is this a current practice? If yes, can the current compensation amount to fire first responders be provided?	Only ALS Fire first responders are considered in this RFP. Section 1.7.A.3 has been stricken and Section 1.7.A.4 has been revised. Please see Addendum #2 which has been posted to the website.
28	Section 1.8 <i>Interfacility Transfers</i>	Is data available identifying the utilization mix for Immediate, Priority Transfer, and Delayed Transfer IFT ambulance services?	If this data is not available in the CAD data, MVEMSA can request it from Mark Twain Medical Center.
29	Section 6.8 B, 11 <i>Submit completed copies of your compensation package for ambulance paramedics, and EMTs using the forms found in Exhibit 6.</i>	Please provide a copy of the incumbent workforce pay and benefits package.	It is up to each proposer to establish this for their response to the RFP. This requested information will not be provided.

30	Section 6.8 Section C Omitted	The RFP jumps from 6.8 B Ambulance Work Schedules and Conditions to 6.8 D Compensation/Fringe Benefits . Should proposals reflect the current RFP layout, or should they be updated to include a section C and reconfigure 6.8 entirely?	Item C was removed. This was an oversight so you are correct, the RFP jumps from 6.8 B Ambulance Work Schedules and Conditions to 6.8 D Compensation/Fringe Benefits. There is no Item C.
31	Section 6.8 E <i>There are many dedicated, experienced, and highly proficient paramedics, EMTs and non-supervisory, ancillary staff employed by the current emergency ambulance provider. Proposer will be encouraged to recruit from, and preferentially hire, the incumbent paramedic and EMT workforce. The Proposer will be expected to provide all incumbent paramedic and EMT personnel that are offered employment with the ability to retain their "seniority" status earned while working for the previous contractor for such purposes as shift bids.</i>	Is there a current employee count available with seniority status and level of certification/licensure?	MVEMSA does not have this information available.
32	Section 6.8 F, 1 <i>Ambulances must be staffed with at least one paramedic. The second crew member may be another paramedic, or a California state certified EMT.</i>	Is this also the case for non-system units or can they be staffed with two EMTs?	If it is a BLS IFT, it can be a BLS crew.

33	Section 6.12 EMS Dispatch Center	Are IFT calls required to be dispatched through the County Sheriff's Dispatch Center?	IFT calls can come in through a 7 digit number, or a secondary dispatch center meeting MVEMSA Policy 314.00
34	Section 6.13 A, 1 <i>Current maximum patient fees are included as Exhibit 10. Proposers are encouraged to maintain or decrease these fees. The patient fees must be fixed for at least one year from the beginning of the contract.</i>	Please confirm that proposed ambulance fees may be maintained, decreased or increased as part of a Proposer's proposal.	The current ambulance fees are provided for historical data only. Proposer is free to set their own fee schedule.
35	Section 6.13 C, 2 <i>The Proposer will have staff available at proposer's local headquarters, accessible via a toll-free phone number to provide an initial response to questions regarding patient bills. Proposer will provide for interpreter service, relative to billing and collections, to parties having limited English proficiency.</i>	May local headquarters be defined as an office headquarters that may not physically be in Calaveras County?	While not a requirement, an office located within the EOA will be viewed as desirable.
36	Exhibit 4 <i>Response Time and Liquidated Damage</i>	Because of the shortened timeline, will the County provide the liquidated damages levied in 2019?	There have been no liquidated damages levied in 2019.