



CONTRACT PRESENTATION

GROUND AMBULANCE TRANSPORT SERVICES



December 5, 2023

Item No. 80



AMBULANCE OPERATING AREAS



Providers not contracted in an EOA may not operate in these areas.

San Bernardino County is divided into 26 Operating Areas, which creates boundaries for ambulance service providers to ensure appropriate coverage and regulation of services throughout the region.

Of the County's 26 Operating Areas:

- 7 are Non-Exclusive, meaning *any* provider may provide service in these areas.
- 19 are Exclusive Operating Areas (EOAs) which require a Board-approved contract in order to provide service.



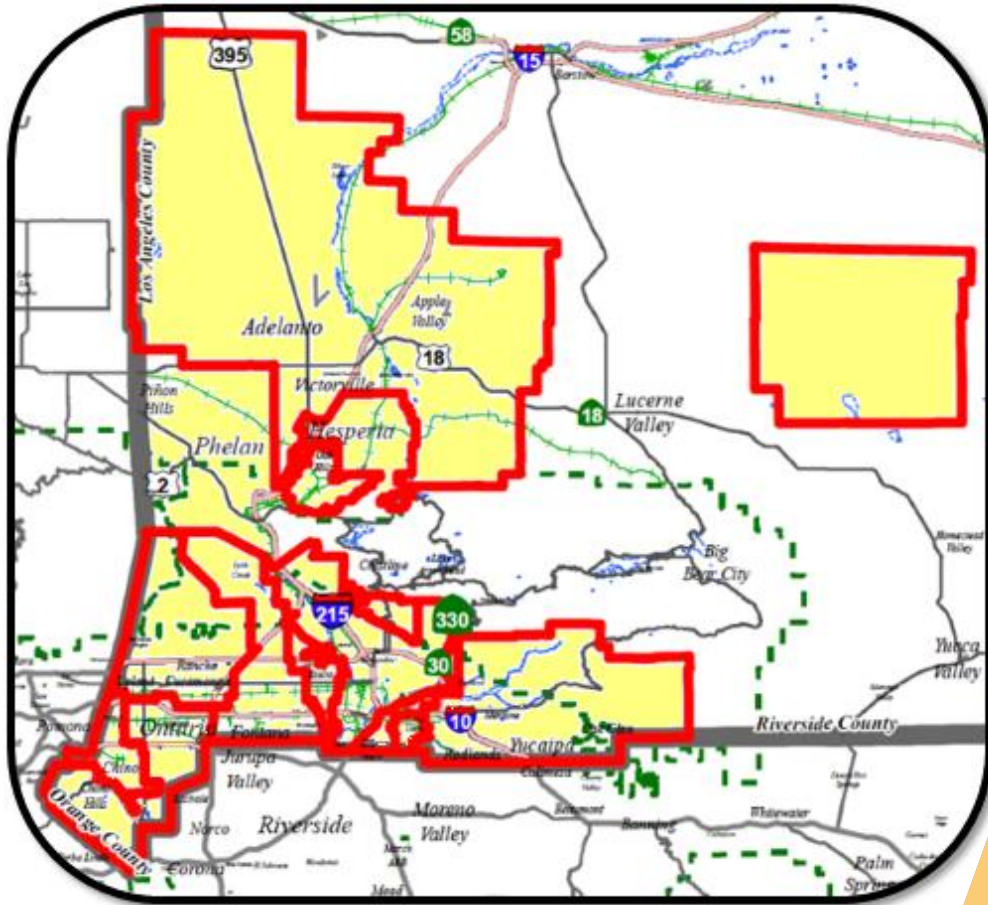
COMPREHENSIVE SERVICE AREA



Of the 19 Exclusive Operating Areas (EOAs), what is being presented today is for the Board to consider awarding a contract for service covering 11 grouped EOAs, referred to as the *Comprehensive Service Area*.

This area encompasses the majority of the San Bernardino County valley, as well as parts of the high desert and mountain regions.

Reflects various urban, suburban, rural and wilderness areas.



COMPREHENSIVE SERVICE AREA



Per Health and Safety Code 1797.224, local Emergency Medical Services (EMS) plans may choose to select providers through a competitive process or continue the use of existing providers that were previously operating in an area without interruption since 1981. Historically, the County opted to continue the contracts of existing providers without interruption.

In 2022, at the direction of the Board of Supervisors, the County sought a new high-performance and quality-driven contract through a competitive process.

COMPETITIVE PROCESS REQUEST FOR PROPOSALS



REQUEST FOR PROPOSALS

The County released Request for Proposals (RFP) No. ICEMA23-ICEMA-4811 on December 20, 2022, for ground ambulance services, in 11 of the County's 26 Operating Areas.

Services to be provided under this RFP include:

- 911 response:
 - Advanced Life Support (ALS)
 - Basic Life Support (BLS)
- Interfacility Transport (IFT)
- Critical Care Transport (CCT)



Proposers had to meet minimum technical and financial requirements to ensure a robust and well funded program that could provide quality, reliable service to the public.

At the conclusion of the RFP submission period, two proposals were received which met the

Minimum Qualifications:

- American Medical Response
- Consolidated Fire Agencies (CONFIRE)



MINIMUM QUALIFICATIONS QUALIFYING PROPOSALS



EVALUATION PANEL

An independent evaluation panel made up of four reviewers, individually scored each proposal on 14 key areas, which included:

Proposal Evaluation Key Areas

System requirements	Personnel resources
Response time standards	Hospital and community requirements
Clinical performance	Disaster preparedness/response
Deployment plans	Quality management
Vehicles	Electronic patient care reports
Medical supplies and equipment	Centralized emergency medical dispatch center
Financial and administrative qualifications	Future system enhancements



EVALUATION PANEL

The total points possible that each proposal could earn was 1,720 (430 per reviewer).

Final scores :

- **AMR:** 1,519
- **CONFIRE:** 1,515

The total cumulative scores were a difference of less than a quarter of one percent between the two proposals. Additionally, three of the four evaluators scored CONFIRE higher, and one evaluator scored AMR higher.

Because the scoring was so close and the two proposals were substantially equivalent, Notices of Intent to Negotiate were issued to both candidates on June 5, 2023.



Following contract negotiations, the highest scoring proposer from the independent review panel received the Notice of Intent to Award (NOIA).

The NOIA was issued to AMR, but because the difference in scores was negligible, both contracts have been submitted for Board consideration of the proposal that demonstrates the best value and meets the needs of the County.

County Policy 11-06 gives the Board of Supervisors the sole authority to approve contracts.

PROCUREMENT PROCESS

NOTICES OF INTENT



The Contractor will develop and adhere to established **Clinical Performance Standards** as part of the contract.

Liquidated damages will apply for failure to meet response times and clinical performance standards.

**CLINICAL
PERFORMANCE
STANDARDS**



RECOMMENDATIONS

Approve one of the following contracts to provide Advanced Life Support, Basic Life Support, ground ambulance services, and Interfacility and Critical Care Transport services to various Exclusive Operating Areas within the County, as informed by the parameters in the RFP, which includes the highest scoring proposal that demonstrates the best value and meets the needs of the County, for a five-year initial term, with an option to extend the contract for a second five-year term.



Presentations will now be provided by each proposer to further highlight the elements of their proposal and allow the Board to ask questions directly.



PROPOSER PRESENTATIONS