## CALL TO ORDER

**1:30 PM**

**Introduction**

**Announcements**

None

**Public Comment**

No public comment

## ACTION ITEMS/DISCUSSION ITEMS

### Approval of Previous Minutes

W. Horton clarifies his comments in March 3rd meeting minutes: W. Horton supports the two year extension of the current SLA agreement with the expectation an ambulance RFP is conducted during the two years.

Motion to approve w/amendment: R. Rickard / Second: W. Horton. Ayes 6; Nayes 0

### DISCUSSION ITEMS

**Presentation from EMSA staff on Emergency Transport RFP Process (Receive and File)**

V. Pierucci presents on RFP process.

- EMS Act established a two-tiered regulatory system: the State EMSA and the Local EMSA. Local medical control was established at the cornerstone for local regulations (H&S Code 1797.202 and 1797.220). The LEMSA may create exclusive operating areas (EOA) as a part of LEMSA Plan (H&S Code 1797.224)

- H&S Code 1797.224 establishes how a LEMSA creates an EOA. Through Grandfathering, the LEMSA established that the existing provider has been providing service in the same “manner and scope” since Jan. 1, 1981. “Manner and scope” have never been formally defined by the State but left to the LEMSA for interpretation. State regulations under 105 recognize that the LEMSA has the right to determine what changes “manner and scope.” When San Luis Ambulance (SLA) took over the South Zone, there was a change in “manner and scope.” Under Code 1797.224, a competitive process shall be done at “periodic intervals” (standard is about every 10 years). The RFP must be reviewed and approved by EMS Authority.

- H&S Code 1797.6 protects counties under the Parker exemption. An RFP would extend antitrust immunity to the local level.

- H&S Code 1797.230 establishes 7 requirements when contracting a private ambulance service. These items are required regardless of contract renewal or competitive process. Under the equity requirement, all communities must be served equally. S. Liebermann adds that a patient must be transported regardless of ability to pay. Under item 4 financial requirements, private ambulance services are required to show proof of insurance and bonding. Item 7 states that the county contract will determine staffing levels for a provider.

- On a local perspective, a case of an Air Ambulance provider was awarded contract under Grandfathering, however concerns of a market share arose. Under Court ruling, this issue was
considered a medical control issue as opposed to a Board control issue. In 2000, a change of ambulance providers in the South Zone, led to an RFP. However, issues of procurements resulted in the Board of Supervisors subsiding and favoring SLA for award of contract. In 2012, the State denied the EMS plan due to this change in “manner and scope.”

- Next steps of the process would include a 3-phase approach. A committee should be established to hire a consultant and prepare an RFP with aid of the consultant for unbiased engagement. This committee will also create the RFP to hire the consultant. A second and separate committee will form to review proposals and award contract. This second committee will be limited to 4 members. W. McDonald and J. Stornetta suggest being on the preparation committee. R. Rickard suggests being on proposal review committee.

- A timeline of the project predicts 3-5 months in phase 1 working with a consultant. Phase 2 of emergency transport procurement predicts 24-36 months, granted EMSA review is not delayed. Phase 3 implementation of 6 months could also be delayed pending supply chain issues and status of ambulance provider. Ideally, a new contract will begin July 1, 2024. R. Rickard asks what contingency plans are being considering if there are delays. V. Pierucci will consider an extension of current ambulance services if necessary.

- There two courses of action moving forward. The first to renegotiate contract with current contractor. This would maintain the status quo; however, the contract is outdated. The second course is to pursue the RFP. This would meet the BOS wishes to eliminate evergreen contracts, meet county purchasing requirements, innovate approaches, and can address South Zone issue. However, this course would put a lot of attention on the EMS system. The recommendation is to pursue the second course of action.

**Discussion – Consider recommendation from EMSA staff on Emergency Transport RFP process**

S. Liebermann opens to the public.
J. Kelton asks, what is the end goal of the RFP.
W. Horton responds that the BOS wants all contracted services to regularly go out for RFP. This will meet purchasing requirements and maintain all regulations. It is nothing at all to do with SLA, but it is our responsibility to sure services are up to date and funds are managed.
C. Javine asks if a hybrid process was considered. For example, could South County be put out to bid or grandfathered?
V. Pierucci says that in theory, another ambulance company could win South County. However, a third contractor would potentially be disruptive in the EMS system.
C. Javine says that CCHD is a contracted provider with the county and asks if they will be subject to an RFP.
V. Pierucci says there has not been discussion for an RFP for CCHD. They do meet requirements for grandfathering and are available to the county for services.
S. Liebermann says the CCHD is also a self-taxing service in their community and is not a contracted provider.
C. Javine says this county has the luxury of grandfathering companies who have been around for so long. Other counties have seen difficulties with RFPs. They become very political and often result in more cost and less service from the provider. C. Javine says he understands the need for transparency of a contract and feels SLA has been very transparent.

**Next Meeting**
Recommended by R. Rickard for a hybrid in-person/virtual meeting. Next meeting May, 19th at 1:30 PM.

**Adjournment**
Meeting adjourned at 2:24 PM
<table>
<thead>
<tr>
<th>MEETING DATE</th>
<th>May 19th 2022</th>
</tr>
</thead>
</table>
| STAFF CONTACT      | Vince Pierucci, EMS Division Director  
vpierucci@co.slo.ca.us 805-788-2512 |
| SUBJECT            | Ambulance Transport RFP Process Update |
| SUMMARY            | During the April 21st 2022 APOC meeting, Staff was given the task of establishing an ad-hoc committee with the purpose of developing and selecting an EMS Consultant to lead the development of the ambulance transport request for proposal (RFP). The ad-hoc committee was established by the deadline of April 30th. The committee is made up by the following groups:

- SLO County EMS Agency (1)
- SLO County Fire Chiefs Association (1)
- City Manager from an incorporated city within SLO County (1)
- SLO County Central Services (1)

Since the inception of the ad-hoc committee, the committee has worked together to build the formal RFP, including the scope of work and scoring criteria, for the consultant who will lead the development of the ambulance transport RFP.

The EMS Consultant RFP was released on July 18th 2022 and will close, (all proposals and supporting documentation due) August 26th, 2022. The EMS Agency expects to have a contract in place with the winner no later than mid-October 2022. |
| REVIEWED BY        | EMS Division Administrator Vince Pierucci |
| RECOMMENDED ACTION(S) | Receive & File |
| ATTACHMENT(S)      | EMS Consultant RFP |
REQUEST FOR PROPOSAL PS- #_
Emergency Medical Services Consultant

July 18, 2022

The County of San Luis Obispo (County) is currently soliciting proposals for professional services for the Development and Management of a Request for Proposal for Ambulance Services.

Each proposal shall specify each and every item as set forth in the attached specifications. Any and all exceptions must be clearly stated in the proposal. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County reserves the right to reject any and all proposals and to waive any irregularity or informality in any proposal or in the RFP process, as long as, in the judgment of the County, such action will not negate fair competition and will permit proper comparative evaluation of the proposals submitted.

This RFP is posted on the County’s Purchasing website at http://www.slocounty.ca.gov/Departments/Central-Services/Purchasing-Services/Services/Bid-RFP-Opportunities.aspx. Any changes, additions, or deletions to this RFP will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective proposers must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective proposer to receive such addenda. All addenda so issued shall become a part of this RFP.

If you or your firm is interested and qualified, please submit one (1) electronic copy of your proposal, in Adobe Acrobat Portable Data Format (pdf), through the County’s Purchasing website at the address listed above, by 3:00 p.m. on August 26,2022.

If you have any questions about the proposal process, please contact the Buyer directly.

Buyer - RICHARD RILEY
Buyer – Central Services Purchasing
rriley@co.slo.ca.us
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I. INTRODUCTION

A. PURPOSE
The purpose of this Request for Proposal (RFP) is to solicit offers from qualified professional consultants to establish a Contract that will run through June 30, 2024, and will have 2 one-year options to renew, to assist the San Luis Obispo County Emergency Medical Services (EMS) Agency with developing and conducting a Request for Proposal (RFP) for exclusive ambulance services in the three Exclusive Operating Areas (EOA) which encompasses approximately 75% of the county. The qualified professional consultant will have experience in conducting an ambulance RFP in California, has familiarity with laws and regulations affecting ambulance service delivery in California, as well as must also have demonstrated knowledge and experience in healthcare economics.

B. BACKGROUND
In 2018, the San Luis Obispo County Board of Supervisors directed all departments to review and update any contracts which were identified as evergreen contracts. The current ambulance contract was originally developed in 1996 and has been periodically updated but has never gone through a competitive selection process. The agreement with the current provider expires on June 30, 2024.

C. SCOPE OF WORK
San Luis Obispo County is seeking responses from qualified consultant to provide assistance with:
1. Development and management of a competitive RFP process for exclusive Advanced Life Support (ALS) ambulance services within three countywide EOAs.
2. Contract negotiations with ambulance vendor selected through a competitive RFP process.

II. SCHEDULE AND SUBMITTAL

A. RFP SCHEDULE
The following represents the tentative schedule for this RFP. Any change in the scheduled dates for the Pre-Proposal Conference, Deadline for Final Questions, Proposal Submission Deadline, or Interviews will be advertised in the form of an addendum to this RFP. The schedule for other milestones dates may be adjusted without notice.

<table>
<thead>
<tr>
<th>RFP Schedule</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issued</td>
<td>July 18, 2022</td>
</tr>
<tr>
<td>Pre-Proposal Conference</td>
<td>August 1, 2022</td>
</tr>
<tr>
<td>Deadline for Final Questions</td>
<td>August 8, 2022</td>
</tr>
<tr>
<td>Proposal Submission Date</td>
<td>August 26, 2022</td>
</tr>
<tr>
<td>Evaluation of Proposals</td>
<td>September 9, 2022</td>
</tr>
<tr>
<td>Interviews (if needed)</td>
<td>September 23, 2022</td>
</tr>
</tbody>
</table>
B. QUESTIONS
All questions (requests for interpretations or corrections) pertaining to the content of this RFP must be made in writing through the County’s Purchasing website by 3:00 p.m. on August 8, 2022. Requests submitted after said date may not be considered. Questions will receive a response within five (5) business days. Questions and responses will be posted (anonymously) on the Purchasing website and can be viewed by accessing the RFP. The County reserves the right to determine the appropriateness of comments / questions that will be posted on the website.

C. PROPOSAL SUBMITTAL
If you or your firm is interested and qualified, please submit one (1) electronic copy of your proposal, in Adobe Acrobat Portable Data Format (pdf), through the County’s Purchasing website at the address listed on the title page by 3:00 p.m. on August 26, 2022.

D. PRE-PROPOSAL CONFERENCE
A pre-proposal conference will be held on August 1, 2022 at 1:00pm via a Zoom teleconference call. Interested consultants must RSVP for this meeting to Annette Martin via email at amartin@co.slo.ca.us no later than 5 p.m. on July 29, 2022. This pre-proposal conference is not mandatory; however, it is highly recommended.

III. GENERAL INSTRUCTIONS

A. COUNTY RIGHTS & OPTIONS
1. All proposals must be submitted to the County’s Purchasing website in Adobe PDF format no later than 3:00 p.m. on August 26, 2022. Late proposals will not be considered.
2. The County reserves the right to request any missing information in a proposal submitted in response to this RFP. Proposer shall have 24 hours to provide the information, in writing, to the requesting Buyer.
3. All costs incurred in the preparation and submission of proposals and related documentation will be borne solely by the proposer.
4. This RFP does not constitute an offer of employment or to contract for services.
5. The County may, in its sole and absolute discretion, accept or reject any and all proposals, in whole or in part, with or without cause, in response to this RFP and to make more than one award, or no award, or postpone or cancel, at any time, this RFP process, as which the County determines to be in its best interests.
6. The County reserves the right to remedy technical errors, modify the published scope of services and approve or disapprove the use of all sub-consultants.
7. The issuance of this RFP does not constitute an agreement by the County that any
subsequent selection process will occur, or that any contract will be entered into by the County. Proposals and other materials will not be returned.

8. The County has the right to use any or all ideas or concepts presented in any proposal or interview without restriction, without conversation to all applicants.

9. All documents submitted to the County in response to this RFP will become the exclusive property of the County.

10. All proposals shall remain firm for (180 days) following closing date for receipt of proposals.

11. The County reserves the right to award the contract to the firms who present the proposal which, in the judgment of the County, best accomplishes the desired results.

12. The term of the contract will run through June 30, 2024 and will have 2 one-year options to renew. Pricing will remain unchanged throughout the term of contract.

13. Any contract awarded pursuant to this RFP will incorporate the requirements and specifications contained in this RFP. All information presented in a proposer’s proposal will be considered binding upon selection of the successful proposer, unless otherwise modified and agreed to by the County during subsequent negotiations.

14. Under the provisions of the California Public Records Act (the “Act”), Government Code section 6252 et seq., all “public records” (as defined in the Act) of a local agency, such as the County, must be available for inspection and copying upon the request of any person. Under the Act, the County may be obligated to provide a copy of any and all responses to this RFP, if such requests are made after the contract is awarded. One exception to this required disclosure is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)] or contains other technical, financial or other data whose public disclosure could cause injury to the proposer’s competitive position. If any proposer believes that information contained in its response to this RFP should be protected from disclosure, the proposer MUST specifically identify the pages of the response that contains the information by properly marking the applicable pages and inserting the following notice in the front of its response:

**NOTICE:** The data on pages _ of this response identified by an asterisk (*) contain technical or financial information, which are trade secrets, or information for which disclosure would result in substantial injury to the proposer’s competitive position. Proposer requests that such data be used only for the evaluation of the response, but understands that the disclosure will be limited to the extent the County considers proper under the law. If an agreement is entered into with the proposer, the County shall have the right to use or disclose the data as provided in the agreement, unless otherwise obligated by law.

The County will not honor any attempt by proposer to designate its entire proposal as proprietary. If there is any dispute, lawsuit, claim or demand as to whether information within the response to the RFP is protected from disclosure under the Act, proposer shall indemnify, defend, and hold harmless, the County arising out of such dispute, lawsuit, claim or demand.

15. The proposer warrants that no official or employee of the County has an interest, has been employed or retained to solicit or aid in the procuring of any contract resulting from this RFP, if any, and further warrants that such person will not be employed in the performance of the contract without immediate written notice to the County.
16. Firms submitting proposals shall warrant that their offer is made without any previous understanding, agreement or connection with any person, firm or corporation submitting a separate proposal for the same project and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action. This condition shall not apply to proposals which are submitted by firms who have partnered with others to submit a cooperative proposal that clearly identifies a primary contractor and the associated sub-contractors.

17. Contractor shall comply with all laws and regulations governing nondiscrimination in employment, including the Americans with Disabilities Act of 1990, the Fair Employment and Housing Act (California Government Code §§ 12900, et seq.), and the applicable regulations promulgated thereunder (2 California Code of Regulations §§ 7285, et seq.).

17.1. **Nondiscrimination**: The Contractor, with regard to the work performed by them during the Contract, shall not discriminate on the grounds of race, color or national origin or other legally protected criteria in employment or the selection and retention of subcontractors, including procurement of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the Contract covers a program set forth in Appendix B of the Regulation.

17.2. **Solicitation for Subcontracts, Including Procurement of Materials and Equipment**. In all solicitation, either by competitive bidding or negotiation, made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor’s obligations under this Contract and the regulations.

18. Unforeseen additional items and/or services may be required. The County therefore reserves the right to negotiate with the successful proposer for additional items and/or services beyond what is described in Appendix A to be added to the final contract.

**B. CHANGES TO THE RFP**

This RFP is posted on the County’s Purchasing website at [http://www.slocounty.ca.gov/Departments/Central-Services/Purchasing-Services/Services/Bid-RFP-Opportunities.aspx](http://www.slocounty.ca.gov/Departments/Central-Services/Purchasing-Services/Services/Bid-RFP-Opportunities.aspx). Any changes, additions, or deletions to this RFP will be in the form of written addenda issued by the County. Any addenda will be posted on the website. Prospective proposers must check the website for addenda or other relevant new information during the response period. The County is not responsible for the failure of any prospective proposer to receive such addenda. All addenda so issued shall become a part of this RFP. Any proposer who has already submitted their proposal and desires to make corrections, may remove and replace their proposal on the Purchasing website up to the date and time for which this RFP closes.

**C. COMMUNICATIONS**

All communications concerning this RFP shall be directed to Richard Riley, riley@co.slo.ca.us. All other communication is not binding and shall in no way modify the RFP or the obligations of the County.

The proceedings of the Selection Committee are confidential, and members of the Selection Committee are not to be contacted by the proposers. After the solicitation has closed,
proposers can view the RFP on the Purchasing website where any available award information will be posted and updated within the solicitation. Any questions and requests for information must be addressed to the Buyer.

D. INSURANCE

The selected proposer will be required to provide insurance coverage in the amount of One Million Dollars ($1,000,000) Commercial General Liability (CGL) Insurance and Two Million Dollars ($2,000,000) Professional Liability Insurance. See Appendix B – Sample Contract for complete insurance and indemnification requirements.

<table>
<thead>
<tr>
<th>INSURANCE REQUIRED</th>
<th>AMOUNT</th>
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</thead>
<tbody>
<tr>
<td>CGL &amp; Property Damage</td>
<td>$ 1.0 Million per occurrence</td>
</tr>
<tr>
<td>Professional Liability</td>
<td>$ 1.0 Million per occurrence /</td>
</tr>
<tr>
<td></td>
<td>$ 2.0 Million aggregate</td>
</tr>
<tr>
<td>Auto Liability /Property Damage/Bodily</td>
<td>$ 1.0 Million per occurrence</td>
</tr>
<tr>
<td>Injury</td>
<td></td>
</tr>
<tr>
<td>Workers Compensation &amp; Disability Benefits</td>
<td>$ 1.0 Million per occurrence</td>
</tr>
</tbody>
</table>

The selected proposer shall provide within five (5) days after the Notice of Award is issued a certificate of liability insurance naming the County of San Luis Obispo and its employees and officers as additionally named insured. This shall be maintained in full force and effect for the duration of the contract and must be in an amount and format satisfactory to the County.

E. EXCEPTIONS & DEVIATIONS

Any exceptions to or deviations from the requirements set forth in this RFP must be declared in the proposal submitted by the proposer. Such exceptions or deviations must be segregated as a separate element of the proposal under the heading “Exceptions and Deviations” as instructed below in section IV. The County may waive any immaterial deviation or defect in a proposal.

F. AWARD AND STANDARD AGREEMENT

The County reserves the right to make awards within 60 days after the date of the RFP closing. The successful proposer is expected to execute a contract similar to the contract in Appendix B. This sample contract is for reference to the anticipated terms and conditions governing the County and the successful proposer. The proposer must take exception in their proposal to any section of the attached contract they do not agree with. Failing to do so will be deemed as acceptance by the proposer to the terms spelled out in the sample contract. The County reserves the right, in its sole discretion, to add, delete, or modify, or negotiate additional terms and conditions to the attached contract. BEFORE BEGINNING ANY WORK OR SUBMITTING A PROPOSAL IT IS ADVISED THAT PROPOSERS READ THE COUNTY INSURANCE AND INDEMNIFICATION REQUIREMENTS IN THE ATTACHED SAMPLE CONTRACT. The selected proposer will be asked to provide evidence that County insurance requirements have been met.
IV. PROPOSAL FORMAT

A qualifying proposal must address all of the following points and shall be in the format outlined in this section:

A. Project Title

B. Applicant or Firm Name

C. Format and Firm Qualifications

To respond to the RFP, a proposer must submit a proposal on or before the deadline. The proposal shall be limited to twelve (12) pages in length, not including resumes, or the following forms which can be included in the appendices: Risk Assessment Questionnaire, Designation of Subcontractors Form, Local Vendor Preference or the Proposer Checklist. The proposal must be signed by a person authorized to bind the proposing firm to the representations, commitments and statements contained in the proposal. The proposal must contain the following information and documents:

a. A cover letter summarizing the key points of the proposal (2 pages max.)

b. Description of Firm. A description of the firm’s organizational structure, the jurisdiction in which the firm is organized and date of such organization. In addition, provide a brief description of the firm’s qualifications and experience on projects of similar nature to those described in the proposal as well as projects/clients where consultant has performed as an extension of staff.

c. Authorized representative of the proposer. The name, address, telephone number, and email address of the person authorized to represent the proposer with respect to all notices, negotiations, discussions, and other communications relating to this proposal, to any negotiation relating to the contract.

d. Staffing. Provide an organizational chart identifying: 1) the project manager for the work; 2) each key person who would be assigned to carry out the work, and their respective roles in performing the work. Provide a separate description of the experience and qualifications of such manager and key persons, including a summary of experience on similar projects to those described in this proposal. Resumes should be included for all key individuals as an appendix to the submittal.

e. References. A list of no more than three references for the proposer and no more than three references for the subconsultants, including the names, addresses and telephone numbers of recent clients, preferably other public agencies and a listing of the specific projects and key individuals that have participated in them. Include the dollar amount related to the participation. Identify how much experience the firm and sub consultant has had with public agencies.

f. Scope. A clear concise statement of the proposer’s understanding of the nature and extent of the services required and a specific outline to demonstrate how personnel would be organized to handle these services.
D. **Work Plan / Technical Services**

   a. This section should establish that the proposer understands the County’s objectives and requirements, demonstrate the proposer’s ability to meet those requirements and outline clearly and concisely the plan for accomplishing the specified work as outlined in Appendix A, Scope of Services.

   b. Indication of information and participation the proposer will require from County staff.

E. **Required Attachments Appendix**

   a. Resumes. In the Appendix, proposer shall include resumes for all key personnel, the specific projects and roles of the individuals, specialty licenses, certificates or relevant training. List all similar work.

F. **Compensation**

   a. A budget of $125,000 is estimated for these services. Respondents shall provide hours and cost estimates for each section as described under Scope of Services, Appendix A. This RFP is for consultant services; therefore, proposed costs shall include all overhead, insurance, wages, and operating costs of contractor. Final terms of compensation will be negotiated at conclusion of this RFP and shall be subject to the approval of the San Luis Obispo County Board of Supervisors. Travel cost reimbursement rates must conform to the County’s Travel Policy reimbursements; costs above these rates are not allowed.

   b. Total costs for EMS consultant services are for the approximate time period of July 1, 2023 - June 30, 2024 with the possibility of up to two (2) one-year terms.

V. **PROPOSAL SELECTION & CONTRACT AWARD**

A. **SELECTION PROCEDURES**

   Proposals will be evaluated by a Selection Committee comprised of one or more County departments and stakeholders. The Selection Committee will consider the completeness of a proposal and how well the proposal meets the needs of the County. Evaluations will be based on criteria as outlined in **Section B (Selection Criteria)** below. All proposals in response to this RFP will be evaluated using the same criteria.

   The sole purpose of the selection procedure is to determine, from among the responses received, which one is best suited to meet the County’s needs. Any final analysis or weighted score does not imply that one proposer is superior to another, but simply that, in the Selection Committee’s judgment, the selected proposer appears to offer the best overall solution for the County’s current and anticipated needs.

   The County may require the proposers who receive top rankings during the initial evaluation phase to conduct an on-site interview or oral presentation of their proposal on the date specified in RFP Schedule. The County will provide a required agenda, for those proposers, specifying the items to be covered during the proposer’s presentation.

   The County may use a Best and Final Offer option. This allows all the proposers with potentially acceptable proposals the opportunity to supplement their original proposal. All the proposers with potentially acceptable proposals will be contacted in writing by the County requesting the submission of the proposer’s Best and Final Offer (“BAFO”). The
BAFO must include all discussed and negotiated changes.

**B. SELECTION CRITERIA**

The County will evaluate the proposals based on, but not limited to, the following criteria. The objective is to choose the proposal that offers the highest quality services and will achieve the project’s goals and objectives within a reasonable budget. While cost is important, other factors are also significant and the County may not select the lowest cost proposal.

<table>
<thead>
<tr>
<th>Selection Criteria – RFP (Phase One)</th>
<th>Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall responsiveness to the Request for Proposal. Proposals must be neat, complete, and fully address all of the technical requirements of the RFP, respondent qualifications, and references.</td>
<td>15</td>
</tr>
<tr>
<td>Proposed methodology: The quality, viability, and suitability of the services offered, when compared with the requirements and specifications of the RFP</td>
<td>25</td>
</tr>
<tr>
<td>The respondent’s technical capability, expertise and skill to provide the required services, including the respondent’s past experience providing similar services to other California local EMS agencies.</td>
<td>15</td>
</tr>
<tr>
<td>The respondent’s knowledge of State and local circumstances influencing local EMS systems in California.</td>
<td>15</td>
</tr>
<tr>
<td>Qualifications of the respondent’s workforce as verified by the overall experience of the respondent’s personnel to be assigned to the contract.</td>
<td>20</td>
</tr>
<tr>
<td>Cost of services Ability to stay within the proposal budget while meeting scope of work: Are the work hours, or budget presented reasonable for the effort required in each phase of the project?</td>
<td>10</td>
</tr>
</tbody>
</table>

**Total Points Available Per Contractor** 100

<table>
<thead>
<tr>
<th>Selection Criteria – Interviews (Phase Two)</th>
<th>Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Interview (optional)</td>
<td>50</td>
</tr>
<tr>
<td>Best and Final Offer (optional)</td>
<td>50</td>
</tr>
</tbody>
</table>

**Total Points Available Per Contractor** 100

**C. FINAL SELECTION**

The Selection Committee will formulate its recommendation for award of the Contract, and forward its selection to the appropriate parties for approval.
D. CONTRACT AWARD AND EXECUTION

The County reserves the right to enter into a contract without further discussion of the submitted proposal. Therefore, the proposal should be initially submitted on the most favorable terms the proposer can offer.

The County reserves the right to withdraw the RFP in whole or in part, at any time and for any reason. Submission of a proposal confers no rights upon a proposer and does not obligate the County in any manner. The County reserves the right to award no contract and to solicit additional offers at a later date.

Each proposer, by submitting a proposal, agrees that if the County accepts its proposal, such proposer will furnish all items and services upon the terms and conditions in this RFP and subsequent contract. Proposals that do not meet the mandatory requirements set forth in this RFP will be considered non-compliant. Proposers may be disqualified and the proposal may be rejected by the County for any of, but not limited to, the following reasons:

- Failure to properly respond to the RFP;
- Evidence of collusion among the proposers submitting the proposals;
- Failure to comply with the specification requirements of the RFP.

Terms, conditions, prices, methodology, or other features of the Contractor’s proposal may be subject to negotiation and subsequent revision. As part of the negotiations, the Contractor may be required to submit additional financial information and other data to allow for a detailed evaluation of the feasibility, reasonableness, and acceptability of the proposal.

The RFP document and the successful proposer’s proposal response, as amended by agreement between the County and the successful Contractor, including e-mail or written correspondence relative to the RFP, may become part of the contract documents. Additionally, the County may verify the successful proposer’s representations that appear in the proposal. Failure of the successful proposer to perform as represented may result in elimination of the successful proposer from competition or in contract cancellation or termination.

The requirements listed in this RFP are not negotiable and will remain unchanged unless the County determines that a change in such requirements is in the best interest of the County.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation and taking into consideration other evaluation factors set forth in the RFP. The successful proposer will be expected to enter into a contract with the County. If the successful proposer fails to sign a contract within fifteen (15) business days, unless the County grants an extension, following the delivery of the contract documents, the County may elect to negotiate a contract with the next-highest ranked proposer.

The County shall not be bound, or in any way obligated, until both parties have executed a contract. The selected proposer may not incur any chargeable costs prior to final contract execution. The foregoing should not be interpreted to prohibit either party from proposing additional contract terms and conditions during the negotiation of the final Contract.
The supplies and services are to be provided in compliance with all applicable state and federal standards, rules and regulations. The County reserves the right to request additional written and/or oral information from proposers at any time before contract award, in order to obtain clarification of their responses.

E. PROTEST OF AWARD
Any objection to the County’s final decision will be handled according to applicable state and local procurement laws.
VI. **DEFINITIONS**

**Response:** The written, signed and sealed complete document submitted according to the proposal instructions. Response does not include any verbal or documentary interaction apart from submittal of a formal Response.

**Request/Proposal/Bid:** The completed and released document, including all subsequent addenda, made publicly available to all prospective proposers.

**We/Us/Our:** Terms that refer to the County of San Luis Obispo, a duly organized public entity. They may also be used as pronouns for various subsets of the County organization, including, as the context will indicate.

**Purchasing:** The Contracts and Purchasing Services Division of the Department of Central Services.

**Department/Division:** The department or division requesting the goods or services contained in this request, for which this PROPOSAL is prepared and which will be the end user of the requested goods or services.

**You/Your:** Terms that refer to businesses/individuals submitting a response. The term may apply differently as the context will indicate.

**Supplier:** A business entity engaged in the business of providing services.

**Proposer:** A business entity submitting a Response to this proposal. Suppliers which may express interest in this proposal, but who do not submit a Response, have no obligations with respect to the proposal requirements.

**Contractor/Vendor:** The proposer(s) whose Response to this proposal is evaluated as meeting the needs of the County. Contractor(s) will be selected for award, and will enter into a contract(s) for provision of the services described in this proposal.

**Contractor’s/Vendor’s Employee:** All persons who can be offered to provide the services described in the proposal. All employees of the Contractor shall be covered by the insurance programs normally provided to persons employed by a company (e.g.: Worker’s Comp, SDI, etc.).

**Mandatory:** A required element of this request/proposal/bid. Failure to satisfy any element of this request/proposal/bid defined as “mandatory” will disqualify the particular response.

**Default:** A failure to act as required by any contract resulting from this request, which may trigger the right to sue or may excuse the other party’s obligation to perform under the contract.

**Cancellation/Termination:** A unilateral or mutual decision to not complete an exchange or perform an obligation under any contract resulting from this request.

**“Or Equal”:** A statement used for reference to indicate the character or quality desired in a requested product or service. When specified in a proposal document, equal items will be considered, provided the response clearly describes the article. Offers of equal items must state the brand and number, or level of quality. When brand, number, or level of quality is not stated by proposer, the offer will be considered exactly as specified. The determination of the Purchasing Agent as to what items are equal is final and conclusive.
APPENDIX A – SCOPE OF SERVICES

1. SCOPE of SERVICES
The Requirements and Scope of Work for this RFP relates to EMS Consultant services to assist the County of San Luis Obispo EMS Agency with the preparation and development of a Competitive Request for Proposal process for awarding an exclusive contract for ambulance transport services to include, at a minimum, each of the following elements:

a. Ambulance Service RFP Development
   i. Coordinate the development of a Request for Proposal (RFP) that will be used to qualify contractors for the provisioning of 911 emergency and non-emergency ambulance services.
      1) The RFP shall be designed in a manner that is fair and competitive and in the best interest of the County.
      2) The RFP shall ensure the ambulance services meet the needs of the patients at a reasonable and efficient cost.
      3) The RFP shall ensure the ambulance services comply with state law and local standards for services (e.g., SLO EMSA Policies).
   ii. Development of RFP scoring instrument, including, but not limited to, any other documents, exhibits or spreadsheets with appropriate weighting based on County priorities and consistent with the County’s Selection Procedure Policy for Request for Proposals.
   iii. Develop, review, and finalize the RFP process and timelines with the County.
   iv. Preparation and presentation of "town hall" meetings for community and stakeholder input and review.
   v. Engage with stakeholders during the development of the RFP.

b. Ambulance Service RFP Release
   i. Coordinate and facilitate the pre-proposal conference with the Central Services Department.
   ii. Assist with Proposers inquiries, RFP questions, and responses.

c. Selection and Contract
   i. Identification and Acquisition of third-party EMS Systems Expert Panelists and consistent with the County’s Selection Procedure Policy for Request for Proposals.
      1) The Panelists shall be disinterested parties of the San Luis Obispo County EMS System
      2) There shall be an odd number of reviewers, minimum of 3
   ii. Orientation, oversight, and management of Expert Panel’s review and recommendation process.
   iii. Provide expert advice with selection process, as needed.
   iv. Assist with contract development, including a sample contract, and negotiations, as needed, consistent with the Board of Supervisor’s approved Contracting for Services Policy.

d. General Administration
   i. Assist with and attend specific policy and/or advisory committee meetings, e.g. Ambulance Performance Operations Committee (APOC) and/or APOC Ad-hoc RFP Committee, to provide RFP development updates.
   ii. Assist with and attend County Board of Supervisors meetings, as required.
   iii. Support any interaction with the California Emergency Medical Services Authority as needed, regarding the Ambulance service RFP and/or contract.
2. METHODOLOGY
The successful RFP Consultant shall clearly explain their proposal for addressing each of the scope of work items listed above, shall disclose any past or current business associations with any for-profit or private ambulance company including both ground and/or air ambulance services, and shall provide demonstration of previous engagement with local EMS Agencies in California to conduct system assessments and RFP development and support.

3. COUNTY CONTRACT REQUIREMENTS
Throughout the consulting process, the EMS Agency and the EMS Consultant will balance stakeholders' questions, input, and recommendations with legal and public policy requirements to assure an objective and unbiased competitive selection process. To that end, the EMS Consultant will be expected to meet with EMS Agency staff, EMS stakeholders, municipal and County representatives, the California EMS Authority, and other agencies and organizations as appropriate to obtain input in the development of an RFP that will meet the following objectives:

a. Implement the Triple Aim of Healthcare concept to optimize the performance of the San Luis Obispo County EMS System:
   i. Improving the patient experience of care, including quality and satisfaction;
   ii. Improving the health of populations; and
   iii. Reducing the per capita cost of health care.

b. Preserve a high-quality Paramedic and EMT based emergency medical response and transport system throughout San Luis Obispo County.


d. Communications platform, including dispatch and field, which includes interoperability between public, private, hospital and County platforms and frequencies.

e. Electronic patient care reporting (ePCR) platform which is NEMSIS v3.4 compliant, including data collection and data aggregation compliant, and interoperability of patient care records with public first responder agencies and hospitals. ePCR platform must also conform with SLO County EMS Agency policies.

f. Plan a pre-hospital EMS System that allows for the tiered and prioritized response of ALS and/or BLS ambulances by the use of Medical Priority Dispatch System protocols with differential ALS/BLS response determinates.

g. Integration of and financial sustainability of public agency ALS and BLS pre-hospital providers.

h. Improve the Inter-facility System.

i. Improve coordination/management of EMS for Mental Health Patients.

j. Maintain a countywide EMS System - providing for consistency of service throughout all areas and jurisdictions of the county, allowing for differences in population density, but without regard to race, creed, gender, or economic status.

k. Maintain, support, and value the current ambulance workforce.
l. Include metrics to ensure EMS provider staffing and schedules relative to fatigue and crew/patient safety.

m. Improve quality metrics system-wide.

n. Produce an EMS System that is fiscally and operationally sustainable for the planning horizon and beyond (up to 10 years).

o. Assure that the EMS Agency has regulatory, clinical, financial transparency, and contractual oversight over all components of the EMS System.

p. Deployment model and locations for EOA ambulances, based on call volume patterns, field-hospital interface, including specialty service providers (e.g., trauma, STEMI, stroke, pediatric).

q. Evaluation of the establishment of an EMS fund for fines and penalties to be used for EMS system improvements as identified by the EMS Agency.

r. EMS system financial analysis, including:
   i. Evaluation of incumbent’s audited financials, including gross and net revenue from patient charges, and incumbent’s cash flow
   ii. Payor mix
   iii. Cost containment strategies, including evaluation of Ground Emergency Medical Transport and Rate Range Intergovernmental Transfer Supplemental Reimbursement, value based or “clinically justified” transport reimbursement models, and recommended reasonable billing rates for the first five years of the planning horizon.

s. Assess feasibility for future community paramedicine and mobile healthcare demands.

4. Demonstration of Knowledge
   a. The EMS Consultant shall be familiar with the recent San Luis Obispo County EMS System financial review completed in both 2019 and 2022. The two studies will be provided by the County EMS Agency and shall be used in the development of the Request for Proposal for ambulance transport services. The EMS Consultant shall be familiar with San Luis Obispo EMS Agency Ambulance Response Review study and shall be evaluated for usability in the Request for Proposal for ambulance transport services.

   b. The EMS Consultant shall also be familiar with the Commission on Accreditation of Ambulance Services (CAAS) standards. Additionally, the EMS Consultant shall be knowledgeable in California Health and Safety Code, Division 2.5, California Title 22: Division 9, National Emergency Medical Services Information System (NEMSIS), California Emergency Medical Services Information System (CEMSIS) and any other relevant national and state regulations and guidelines, including Medical Priority Dispatch Systems (MPDS).
APPENDIX B – SAMPLE CONTRACT

(Attached as a separate document.)
APPENDIX C – LOCAL VENDOR PREFERENCE

The County has established a local vendor preference. When quality, service, and other relevant factors are equal, responses to Requests for Proposals will be evaluated with a preference for local vendors. Note the following exceptions:

1. Those contracts which State Law or, other law or regulation precludes this local preference.
2. Public works construction projects.

A "local" vendor preference will be approved as such when, 1) The vendor conducts business in a fully staffed office with a physical address within the County of San Luis Obispo; 2) The vendor holds a valid business license issued by the County or a city within the County; and 3) The vendor has conducted business at the local address for not less than six (6) months prior to the due date of this Request for Proposal.

Proposals received in response to this Request for Proposal will be evaluated by the Selection Committee considering the local vendor preference described above when quality, service and other relevant factors are equal. The burden of proof will lie with proposers relative to verification of "local" vendor preference. Should any questions arise, please contact a buyer at (805) 781-5200.

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<td>Do you claim local vendor preference?</td>
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<td>Do you conduct business in an office with a physical location within the County of San Luis Obispo?</td>
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<td>Does your business hold a valid business license issued by the County or a City within the County?</td>
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<td>Authorized Individual: ______________ Title: ______________________</td>
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<td>Signature: ______________________ Dated: ______________________</td>
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APPENDIX D – RISK ASSESSMENT QUESTIONNAIRE

Required Submittal

1. List the full names of any partners, owners, officers or other persons occupying a position of authority or responsibility in your organization, as well as their DUNS number.

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<th>DUNS Number</th>
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NOTE: A DUNS number is not required but must be listed if the entity has one.

2. Have the individual(s) in item #1 been subject to bankruptcy, insolvency or receivership proceedings in the last five (5) years? Yes ☐ No ☐ If yes, please enclose details.

3. Has your business/company/organization filed for bankruptcy within the last five (5) years? Yes ☐ No ☐ If so, please enclose details.

4. Has your business/company/organization/individual(s) in item #1 ever had a contract for the general type of services/product sought by the County terminated for non-compliance or inadequate performance? Yes ☐ No ☐ If yes, please enclose details.

5. Has your business/company/organization/individual(s) in item #1 ever defaulted on a contract for the general type of services/product being sought by the County? Yes ☐ No ☐ If yes, please enclose details.

6. Has there been, in the last five (5) years, or is there now pending or threatened, any litigation, arbitration, governmental proceeding or regulatory proceeding involving claims in excess of $100,000 with respect to the performance of any services or the provision of any product by your business/company/organization/individual(s) in item #1? Yes ☐ No ☐ If yes, please enclose details.

7. Has your business/company/organization/individual(s) in item #1 ever defaulted in fulfilling all of its obligations relating to the payment of county taxes, fees, or other obligations? Yes ☐ No ☐ If yes, please enclose details.
8. In the last five (5) years, has your business/company/organization/individual(s) in item #1, been or currently involved in any action, audit or investigation brought by any federal government agency or authority or by any state or local governmental agency? Yes ☐ No ☐ If yes, please enclose details.

9. In the last five (5) years, has your business/company/organization/individual(s) in item #1 been debarred or suspended for any reason by any federal, state or local government or refrained from bidding on a project due to an agreement with such governmental agency? Yes ☐ No ☐ If yes, please attach a full explanation.

10. In the past five (5) years, has your business/company/organization/individual(s) in item #1 had its surety called upon to complete any contract, whether government or private sector? Yes ☐ No ☐ If yes, please enclose details.

11. In the past five (5) years, has your business/company/organization/individual(s) in item #1 had a revocation, suspension or disbarment of any business or professional permit and/or license? Yes ☐ No ☐ If yes, please enclose details.

12. Has your firm or any of its owners, officers or partners ever been convicted of a federal or state crime of fraud, theft, or any other act of dishonesty? Yes ☐ No ☐ If “yes,” identify on a separate signed page the person or persons convicted, the court (the county if a state court, the district or location of the federal court), the year and the criminal conduct.

Signature

THE UNDERSIGNED HEREBY CERTIFIES THAT THE RESPONSES PROVIDED ARE CORRECT AND TRUTHFUL TO THE BEST OF MY KNOWLEDGE AND FOR THOSE RESPONSES GIVEN WHICH ARE BASED ON INFORMATION AND BELIEF, THOSE RESPONSES ARE TRUE AND CORRECT BASED ON MY PRESENT BELIEF AND INFORMATION.

Dated this ______ day of ________________ of the year __________

Name of organization: ________________________________________________

Signature: ___________________________________________________________

Printed Name and title: _______________________________________________
APPENDIX E – COUNTY TRAVEL POLICY

(Attached as a separate document)
APPENDIX F – DESIGNATION OF SUBCONTRACTORS FORM

(Attached as a separate document.)

Not Applicable
APPENDIX G – PROPOSER CHECKLIST

Please check all documents in which you have included with your submittal.

Technical Proposal (Required) ...........................................................................................................□
   (Including resumes)

Risk Assessment Questionnaire (Required) ..........................................................................................□

Local Vendor Preference ......................................................................................................................□

Designation of Subcontractor Form (Required) .................................................................................□
**MEETING DATE**  
July 21st, 2022

**STAFF CONTACT**  
Vince Pierucci, EMS Division Director  
vpierucci@co.slo.ca.us  805-788-2512

**SUBJECT**  
ALS & BLS Agreement Update

**SUMMARY**  
California H&S Code 1797.178 prohibits an organization from providing advanced life support or limited advanced life support services without the authorization of the local EMS Agency.

To codify this locally, the SLO County Fire Chiefs Association and the SLO County EMS Agency have worked together to draft an agreement that can be used by all six of our advanced life support (ALS) fire agencies. The agreement has been executed by 5 of the 6 ALS fire agencies. The expectation is the 6th agency will soon sign their agreement.

Additionally, although not required, the SLO County Fire Chiefs Association worked with the SLO County EMS Agency to draft similar agreements with fire departments providing basic life support (BLS) level of service to the community. Currently 1 agency has signed the agreement.

**REVIEWED BY**  
EMS Division Administrator Vince Pierucci

**RECOMMENDED ACTION(S)**  
Receive & File

**ATTACHMENT(S)**  
N/A