



HEALTH SERVICES DEPARTMENT

PUBLIC HEALTH DIVISION

Healthy People Living in Healthy Communities Throughout El Dorado County

Neda West, Director / Olivia C. Kasirye, MD, MS, Public Health Officer
931 Spring Street, Placerville, CA 95667 (530) 621-6156 / Fax (530) 626-4713

May 3, 2011

Board of Supervisors
330 Fair Lane
Placerville, CA 95667

Subject: Results of Request for Proposal #11-0073 for Ambulance Services in CSA #3

Dear Board Members:

Under a public utility model, the County of El Dorado provides prehospital Advanced Life Support (ALS) services. The County contracts for transport and dispatch services for the residents of County Service Area Number 3 (CSA #3). The County previously established CSA#3 as an Exclusive Operating Area (EOA) for the purpose of emergency ambulance services. In order to maintain CSA #3 as an EOA, the County is required to conduct a fair and open competitive process with a transparent and equitable applicant rating system at periodic intervals, to occur at least once every ten (10) years.

As authorized by your Board on February 8, 2011, the Health Services Department, Public Health Division, conducted a Request for Proposal (RFP) process to identify a successful proposer for ambulance transport and dispatch services in CSA #3. On February 10, 2011 the RFP was posted to the Procurement and Contracts Division website. A mandatory Pre-Proposal Conference was held on March 1, 2011 at the South Lake Tahoe Library to provide a forum for answering Proposers' questions. There were 21 attendees at the conference, including representatives from four prospective proposers, County staff, a consultant from the Polaris Group, and a representative from Barton Medical Center. The prospective proposers in attendance were:

- American Medical Response (AMR)
- California Tahoe Emergency Services Operations Authority (CalTahoe)
- Medic Ambulance
- TLC Ambulance

Addendum I to the RFP was issued on March 9, 2011 and included responses to questions raised by the attendees during the conference along with three content clarifications requested by the State of California Emergency Medical Services Authority. Addendum II was issued on March 28, 2011, and provided clarification on the Performance Security Requirement. Both Addendums were emailed to all Pre-Proposal Conference attendees and posted to the Procurement and Contracts Division website.

Prior to the April 1, 2011 submission deadline for proposals, the Procurement and Contracts Division received notification from AMR and TLC Ambulance that they would not be submitting proposals. On April 1, 2011 at 3:00 p.m. the Procurement and Contracts Division conducted the bid opening process in accordance with the RFP guidelines. CalTahoe submitted a full proposal. Medic Ambulance did not submit a proposal or provide any correspondence.

An oral presentation was made by proposer CalTahoe on April 20, 2011 at the Embassy Suites in South Lake Tahoe. CalTahoe delivered its one-hour presentation to the independent Selection Committee, followed by a question-and-answer period. The Selection Committee was composed of three content experts:

- Ross Elliott, EMS Director; Kern County, CA
- Kevin Sullivan, Chief Paramedic; Enfield, CT
- Matt Zavadsky, Med Star Director of Operations; Fort Worth, TX

Following the oral presentation, the members of the Selection Committee independently scored the CalTahoe proposal pursuant to the process defined in the RFP. The scores from the Selection Committee were tabulated by the consultant from the Polaris Group; Cal Tahoe received 3,756 points out of a possible total of 4,350 points (86.34%).

As required by the RFP process, the Purchasing Agent notified all Proposers of the pending results in advance of the May 3, 2011 Board of Supervisors meeting. If a Proposer wishes to protest the recommended award, the protesting party must submit a written protest in the form of a letter signed by an authorized representative of the Proposer, specifically stating the reason(s) for the protest and providing all relevant facts, law, rule, regulation or criteria on which the protest is based. The written protest must be received by the Procurement and Contracts Division at least 24 hours prior to the May 3, 2011 meeting. Proposers will be given an opportunity to be heard at the meeting. The decision of the Board of Supervisors regarding selection of the successful proposer is final.

The Health Services Department requests the Board: 1) receive and review the results from the RFP process, 2) find CalTahoe the successful proposer for ambulance transport and dispatch services in CSA #3, and 3) direct staff to conduct contract negotiations with CalTahoe. At the successful conclusion of the contract negotiations, the successful proposer will be granted an exclusive contract for an initial period of five (5) years, beginning September 1, 2011 and will have the opportunity to earn up to five (5) one-year extensions. Consistent with the RFP, this high performance contract will differ from the current contract in that in addition to 911 transports, critical care transports and non-emergency interfacility ambulance transport services will be included in the Exclusive Operating Area, allowing for the capture of all potential ambulance revenues. If authorized, the Department will work with County Counsel, the Department's consultant, and the successful proposer to negotiate and draft a high performance contract. The Department will then return to the Board for final approval of the contract.

Respectfully submitted,



Neda West, Director
Health Services Department

Attachment: RFP Scoring Results

C: Patricia Beck, County Counsel
Bryan Pond, CalTahoe
Dave Shrader, The Polaris Group
Rich Todd, County of El Dorado EMS Agency