



# COUNTY OF SANTA CRUZ

General Services Department  
Purchasing Division

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## **ADDENDUM # 1**

### **Request for Proposals 17P1-001**

### ***Exclusive Emergency Ambulance Service Operator for the Santa Cruz County Exclusive Operating Area***

Issued: October 5, 2017

Addendum #1 is being issued to revise and/or clarify various language as specified herein.

1. Revise Section 4.3 EMS Run Data as follows:

See Attachment 2 for summary EMS data. Santa Cruz Regional 9-1-1 Computer-Aided Dispatch (CAD) data is available for 2011-2016 upon request. There has been no independent validation of this data. Bidders are encouraged to use their own means to analyze the information to determine response and transport volumes. The County does not guarantee any number of responses or transports.

2. Revise Section 4.5.D Code-2 Calls (Non-Emergency) as follows:

LEMSA policy allows Code-2 calls to be held (i.e., "pending") when there are three (3) or fewer available ambulances in the system during the day and two (2) or fewer at night. If FRALS evaluates the patient and determines no life-threatening emergency, the paramedic may complete a release at scene (RAS) form and notify Santa Cruz Regional 9-1-1 that FRALS will not be remaining on scene. Santa Cruz Regional 9-1-1 will contact the patient every 15 minutes to ensure no change in condition until an ambulance arrives at the scene. If there is a life-threatening emergency, FRALS will notify dispatch to upgrade the call to Code-3.

3. Revise paragraph 4.6 Dispatch Services as follows:

Successful Bidder shall contract with Santa Cruz Regional 9-1-1. Santa Cruz Regional 9-1-1 shall dispatch all ambulance requests for service as well as execute the provided SSP from the Contractor. A fee to reimburse Santa Cruz Regional 9-1-1 for the cost of ambulance dispatch will be assessed semi-annually to the successful Bidder. This fee is based on a cost-reimbursement strategy that divides overall expense by the relevant work load of each provider of Santa Cruz Regional 9-1-1. It may increase annually based on the cost of Santa Cruz Regional 9-1-1 operations. During the last eight years, Santa Cruz Regional 9-1-1 cost increase has averaged three percent (3%). The annualized fee for dispatching services during the first year is estimated at \$641,250.

4. Revise Section 5.2 Bidders' Conference (Mandatory) as follows:

A Bidders' Conference will be held to discuss relevant issues associated with the RFP. **Attendance is required.** Each firm will be limited to not more than four (4) representatives in attendance.

Bidders may submit questions about the RFP in writing prior to the Bidders' Conference. Submit questions to [Kevin.Bratcher@santacruzcounty.us](mailto:Kevin.Bratcher@santacruzcounty.us) by **3:00 PM, October, 6, 2017**, to allow time for the County to develop a written response. Questions after the pre-proposal conference must be submitted in writing and be received by the County by October 13, 2017. All questions will be answered in writing and forwarded to all attendees.

Oral answers at the conference will not be binding on the County.

5. Revise Section 7.1.A as follows:

Commercial General Liability Insurance of not less than \$5,000,000 combined single limit per occurrence for bodily injury and property damage. The policy shall be endorsed with the following specific language or contain equivalent language within the policy: (omitted here)

6. Revise Section 7.1.B as follows:

Automobile Liability Insurance of not less than \$5,000,000 is required on owned, hired, leased and non-owned vehicles used in connection with Contractor's business.

7. Revise Section 7.1.C as follows:

Full Worker's Compensation and Employers' Liability Insurance covering all employees and subcontractors of Contractor as required by law in the State of California.

8. Revise Section 7.1.D as follows:

Professional liability (for example, malpractice insurance) is required with a limit of liability of not less than \$5,000,000 per occurrence.

9. Revise Section 8.4.B.b(20)-(24) as follows:

- 20) Using the format below, document the number of ambulance responses/transportations conducted by the Respondent and/or management team for the RFP including management personnel acquired by Respondent, in any contract or exclusive area with a similar performance expectation, population, geographical area or transport volume during the past 12 months. Identify each contract and exclusive area served on a separate chart (maximum of five separate jurisdictions).
- 21) Supply supporting documentation to demonstrate existing capabilities of Respondent and/or management team for the RFP including management personnel acquired by Respondent to furnish service which is similar to that required under this RFP.
- 22) List and state current status and/or outcomes of any current or pending criminal cases or investigations against any officer or manager of Respondent and/or management team for the RFP including management personnel acquired by Respondent.

- 23) List and state the current status and/or outcomes of any criminal or civil cases or investigations for Medicare/Medicaid statute or contract violations involving the Respondent and its personnel and/or management team for the RFP including management personnel acquired by Respondent for the past 10 years in all operations.
- 24) List and state the status and/or outcomes of any investigations for affirmative action violations involving the Respondent and its personnel and/or management team for the RFP including management personnel acquired by Respondent.

10. Revise Section 8.4.B.c as follows:

Each proposal will be evaluated based on the extent to which the Respondent's principal organization and local management personnel (may include general partners, directors, officers, and principals) and/or management team for the RFP including management personnel acquired by Respondent, has the requisite experience described in 8.4(B)(c)(1) through (c)(3)(h). Respondents may satisfy the experience requirement through acquisition of experienced management personnel. Each proposal must define how and to what extent the Respondent's key organization and local management personnel, and/or management team for the RFP including management personnel acquired by Respondent, meet or exceed the desired minimum experience criteria as provided herein and as follows.

11. Revise Section 8.4.B.c.3.c as follows:

Demonstrated experience providing 9-1-1 service or first response at the ALS level in a contiguous area totaling at least 600 scheduled hours per week.

12. Revise Figure 9 narrative language (page 82) as follows:

Listed in Figure 9 are the data for the current air ambulance transports. This data includes all transports within Santa Cruz County captured by Santa Cruz Regional 9-1-1.

13. Revise Proposal Due Date (page 2) to December 19, 2017, 2:00 p.m. PST.

Direct any questions regarding Addendum 1 to [Kevin.Bratcher@santacruzcounty.us](mailto:Kevin.Bratcher@santacruzcounty.us).

Addendum #1 authorization:



10/5/2017

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Kevin Bratcher

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Date

**Attachment 4: Key Contacts**

<b>Name</b>	<b>Agency</b>	<b>Title</b>	<b>Office</b>	<b>Email</b>
<b><i>RFP Contact</i></b>				
Kevin Bratcher	Santa Cruz General Services	Admin. Services Mgr.	831-454-2721	<a href="mailto:Kevin.Bratcher@santacruzcounty.us">Kevin.Bratcher@santacruzcounty.us</a>
<b><i>Ambulance Providers</i></b>				
Ron Prince	Aptos La Selva Fire (ALS)	Fire Chief	831-685-6690	<a href="mailto:rprince@managementpartners.com">rprince@managementpartners.com</a>
Kevin McClish	Boulder Creek Fire (BLS)	Fire Chief	831-338-7222	<a href="mailto:kmclish@bcfd.com">kmclish@bcfd.com</a>
Stacie Brownlee	Ben Lomond Fire (BLS)	Fire Chief	831-336-5495	<a href="mailto:blfdchief@benlomondfd.com">blfdchief@benlomondfd.com</a>
John Stipes	Zayante Fire (BLS)	Fire Chief	831-566-6719	<a href="mailto:jstipes@zayantefire.org">jstipes@zayantefire.org</a>
<b><i>First Responders</i></b>				
Phil Matteson	Aromas Tri-County Fire	Assistant Chief	831-601-2407	<a href="mailto:phil.matteson@fire.ca.gov">phil.matteson@fire.ca.gov</a>
Stacie Brownlee	Ben Lomond Fire	Fire Chief	831-336-5495	<a href="mailto:blfdchief@benlomondfd.com">blfdchief@benlomondfd.com</a>
Kevin McClish	Boulder Creek Fire	Fire Chief	831-338-7222	<a href="mailto:kmclish@bcfd.com">kmclish@bcfd.com</a>
Steve Kovacs	Branciforte Fire	Fire Chief	831-438-0211	<a href="mailto:skovacs@scottsvalleyfire.com">skovacs@scottsvalleyfire.com</a>
Ian Larkin	CAL FIRE	Unit Chief	831-335-6700	<a href="mailto:Ian.Larkin@fire.ca.gov">Ian.Larkin@fire.ca.gov</a>
Jeff Maxwell	Central Fire	Fire Chief	831-479-6842	<a href="mailto:JeffM@centralfpd.com">JeffM@centralfpd.com</a>
Ron Rickabaugh	Felton Fire	Fire Chief	831-335-4422	<a href="mailto:ffpd@pacbell.net">ffpd@pacbell.net</a>
Ian Larkin	Pajaro Valley Fire	Unit Chief	831-335-6700	<a href="mailto:Ian.Larkin@fire.ca.gov">Ian.Larkin@fire.ca.gov</a>
Jim Frawley	Santa Cruz Fire	Fire Chief	831-420-5280	<a href="mailto:JFrawley@cityofsantacruz.com">JFrawley@cityofsantacruz.com</a>
Steve Kovacs	Scotts Valley Fire	Fire Chief	831-438-0211	<a href="mailto:skovacs@scottsvalleyfire.com">skovacs@scottsvalleyfire.com</a>
Rudy Lopez, SR.	Watsonville Fire	Division Chief	831-768-3231	<a href="mailto:Rudy.Lopez.sr@cityofwatsonville.org">Rudy.Lopez.sr@cityofwatsonville.org</a>
John Stipes	Zayante Fire	Fire Chief	831-335-5100	<a href="mailto:jstipes@zayantefire.org">jstipes@zayantefire.org</a>
<b><i>Communications</i></b>				
Dennis Kidd	Santa Cruz Regional 911, "NetCom"	General Manager	831-471-1033	<a href="mailto:Dennis@scr911.org">Dennis@scr911.org</a>
<b><i>Receiving Hospitals</i></b>				
Suzan Rowan, RN	Watsonville Community	Director of ED	831-761-5627	<a href="mailto:Suzan_Rowan@quorumhealth.com">Suzan_Rowan@quorumhealth.com</a>
Paul Angelo, RN	Dominican	Prehospital Liaison RN	831-462-7642	<a href="mailto:Paul.Angelo@dignityhealth.org">Paul.Angelo@dignityhealth.org</a>
<b><i>Current Air Transport Providers</i></b>				
CalSTAR	Deborah Pardee	Regional Director	707-972-9351	<a href="mailto:DPardee@calstar.org">DPardee@calstar.org</a>
Life Flight	Stanford Health Care	Manager	650-497-8674	<a href="mailto:MBaulch@stanfordmed.org">MBaulch@stanfordmed.org</a>
<b><i>Other Key Contacts</i></b>				
Jeff Terpstra	EMSIA	General Manager	831-212-5911	<a href="mailto:jeffterpstra@comcast.net">jeffterpstra@comcast.net</a>
Casey Vanier	United EMS Workers, Local 4911	Labor Representative	510-815-0972	<a href="mailto:Casey.Vanier@uemsw.org">Casey.Vanier@uemsw.org</a>