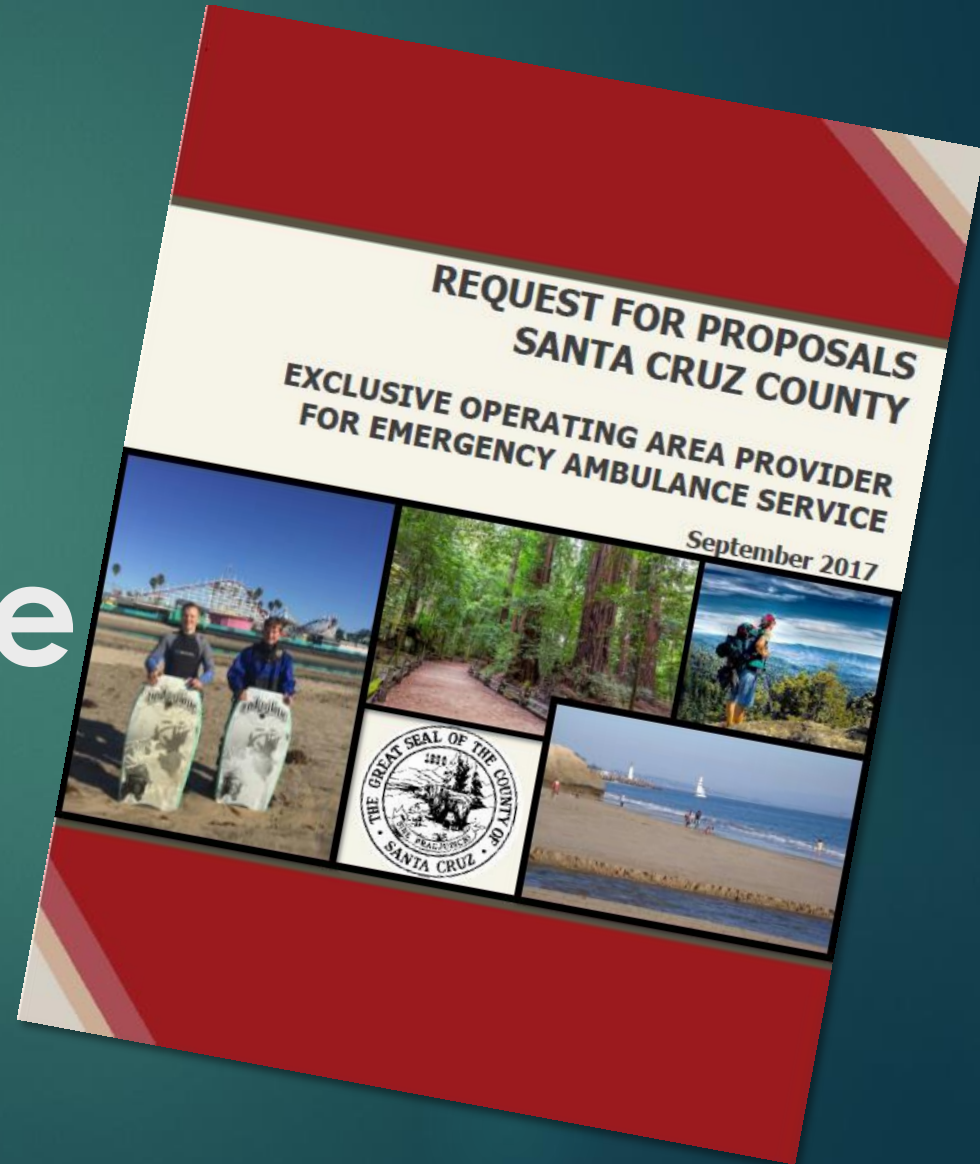


Santa Cruz County Bidder's Conference

OCTOBER 10, 2017



Agenda

Time

Activity

10:00 - 10:15 am

Introductions and welcome

10:15 – 10:20 pm

Roll call of telephone attendees

10:20 - 10:40 am

Overview of the RFP process & timeline

10:40 – 11:00 am

RFP highlights

11:00 – 11:20 am

Received questions and clarifications

11:20 – 11:50 am

New questions and clarifications

11:50 am – 12:00 pm

Review process & next steps

Welcome!

Introductions

- ▶ Please ensure that you have signed the attendance sheet
- ▶ Roll call for those attending by phone

Overview

RFP Process

- ▶ **Select EMS consultant – The Abaris Group**
- ▶ **Interview EMS stakeholders – EMS, fire, dispatch, hospitals, public health, law, ...**
- ▶ **Strategic planning process – Identify best practices**
- ▶ **Created RFP advisory committee – Developed scope of work**
- ▶ **County approval of RFP**
- ▶ **State approval of RFP**
- ▶ **Board of Supervisors authorizes release of RFP by General Services Department**

Overview

RFP Timeline (subject to change)

Event	Date
Bid Document Available	9/26/2017
Bidder's Conference	10/10/2017
Deadline for Written Questions (by 4:00 p.m.)	10/13/2017
Dissemination of Questions and Answers	10/20/2017
Letter of Intent Due (may be scanned and submitted via email attachment to Kevin.Bratcher@santacruzcounty.us)	10/27/2017
Proposals Due (by 2:00 p.m.)	12/19/2017
Oral Presentations Completed	1/09/2018
Notice of Intent to Award	2/6/2018
Last Day to Appeal	2/13/2018
Approval of Contract by County Counsel	3/5/2018
Approval of Contract by Board of Supervisors	4/3/2018
Implementation	10/01/2018

RFP Highlights

- ▶ Includes all 9-1-1 calls and any Advanced Life Support (i.e., ALS/paramedic) transport
 - ▶ Improve availability of ALS interfacility transports through response time standards
- ▶ Does not include Basic Life Support (i.e., BLS/EMT) interfacility transport

RFP Highlights

- ▶ **Continues staffing one paramedic and one EMT per ambulance**
 - ▶ **Dual paramedic not clinically proven to affect patient care**
 - ▶ **Improves clinical skills of paramedic through more patient contacts**
 - ▶ **Takes advantage of firefighter/paramedics now available within the County**
 - ▶ **Less expensive to operate – redirect expense to areas that improve patient care**

RFP Highlights

- ▶ **Faster paramedic service in suburban/rural areas**
 - ▶ **Relaxed transport response times in urban core where there are already firefighter/paramedics**
 - ▶ **Split response time zones to hold provider accountable in suburban/rural zone separate from urban zone**

RFP Highlights

- ▶ **Transitioning from response times to clinical benefit for the patient as priority**
 - ▶ **Transport response times have not been proven to change patient outcomes**
 - ▶ **Still included, but bidder has ability for liquidated damage relief through excellent patient care**
- ▶ **Reduces maximum work load for 24-hour ambulances to improve working conditions and patient care**

RFP Highlights

- ▶ **Liquidated damages only for calls that are excessively late, i.e., outliers**
 - ▶ **Still have fines if not meeting 90% response time compliance by zone overall**
 - ▶ **No fine if late on a call up to 150% of standard – expected to happen during normal operations**
 - ▶ **Significant liquidated damage when exceeding 150% of response time standard**

RFP Highlights

- ▶ Ability to downgrade 9-1-1 calls at dispatch or at scene to BLS first response/ambulances to keep ALS available
- ▶ Allows for subcontracting to increase surge capacity and optimal use of resources
 - ▶ Existing and new fire-based ALS ambulances with true cost-recovery (e.g., per hour, not transport)
 - ▶ Existing and new fire-based BLS ambulances when clinically appropriate

RFP Highlights

- ▶ Includes innovation desired by EMS stakeholders after hearing from industry experts
 - ▶ One FTE to manage diversion program for significant users of 9-1-1/emergency departments
 - ▶ Potential partnerships with Alliance
 - ▶ Requires participating with future innovation

Received Questions & Clarifications

New Questions & Clarifications

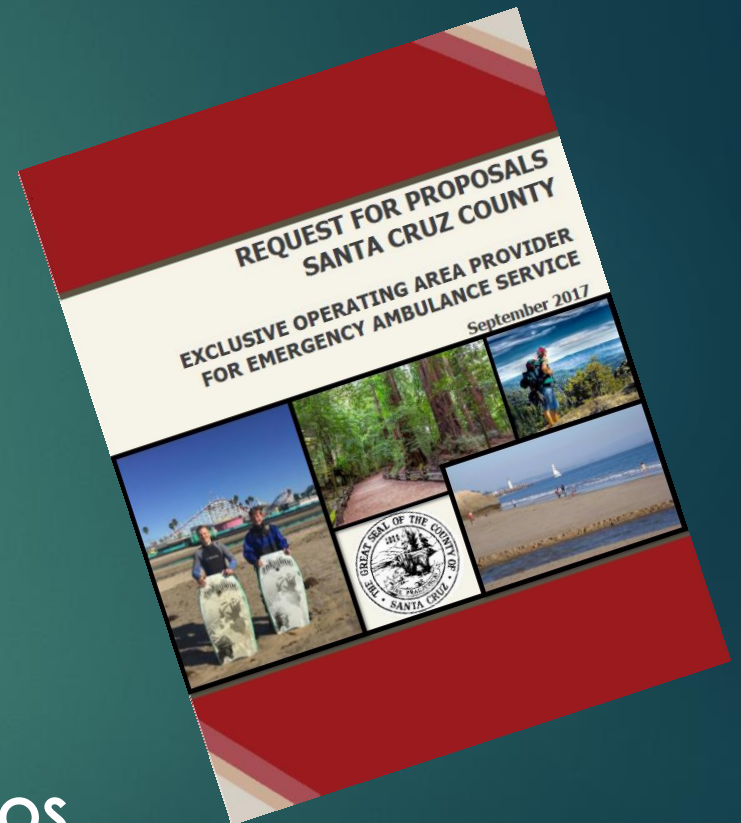
- ▶ Please ask any questions or clarifications that may help produce the best proposal for Santa Cruz County
- ▶ While an oral answer may be provided today, it will not be considered the County's official answer until provided in writing

Review Process

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Evaluation Committee

- ▶ Select candidates
- ▶ Ensure objective
- ▶ Review proposals
- ▶ Hear oral presentations
- ▶ Score proposals
- ▶ Make recommendation
- ▶ Recommendation presented to BOS



Next Steps

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Letter of Intent

- ▶ Due 10/27/2017
- ▶ Deliver to Kevin Bratcher
 - ▶ In person: 701 Ocean Street, Room 330, Santa Cruz, CA
 - ▶ Email attachment: Kevin.Bratcher@santacruzcounty.us

RFP and Addenda Access

- ▶ Bidders are expected to periodically check for updates

www.co.santa-cruz.ca.us/Departments/GeneralServices/Purchasing/Solicitations.aspx

Thank you for attending!