

RFP Questions:

What types of agreements with other entities in the city are required for disclosure?

Contracts with other entities, such as contracts with non-profits and others that the city may do business with.

While not directly stated, are lift assists/service calls included as a responsibility of the provider?

Yes, they are.

What is the ramp up time for the 90% performance metric?

This will be negotiated during contract talks.

Under reports, reference is made to inter-hospital transports. Why will this need be reported?

For clarity on when and how long ambulance service is out of service, since these do not pertain to 911 dispatch calls.

The county CAD is not able to populate ePCR. How will this metric be looked at?

The ambulance service will look into ways that the service can share their ePCR system with the fire department for billing and service purposes. The County CAD was recently updated to input FD data, though there is currently no plans to do so.

Under supplies, reference is made to replacing medical supplies and equipment. What are the equipment types requesting to be replaced? This appears open ended and may be expensive.

Any billable item that is used when JFD is first responding to. The ambulance service can bill the patient for the use of this item.

Under trainings and drills, does this reference all drills or only disaster drills?

Disaster and emergency drills are required, and we encourage and expect trainings with and for the fire department to be held.

Under mutual aid, would we be subject to mutual aid agreements the city may have outside of the city and meeting all of those agreements? If so, we would need to know what agreements exist.

Correction will be made. The ambulance service will not be subject to mutual aid agreements. There may be requests to assist with mutual aid, but that will be "as available, if available."

Under Billing systems, provision of billing for the city: we would need receipt of PCR's and billing documents electronically to bill. Is this possible?

Yes, the Ambulance service will help to furnish the JFD with an ePCR system to help with billing.

Audited financials. We typically do not have a complete audit until 150-180 days. Is this problematic?

Specifics can be worked out if the timeframe for a normal audit if one cannot be completed in the timeframe specified in the RFP. This should not be problematic

RFP states that all work product submitted in proposals to this RFP will be retained by the city and may be used in any manner the city sees fit. The RFP requests that the contractor submit materials that may be considered confidential and/or proprietary, such as financial statements or proprietary processes. If these materials are clearly marked in the RFP as “Confidential” or “Proprietary” will they be considered and treated as such?

Yes, all work product marked as “confidential” and “proprietary” shall be considered and treated as such.

Please provide the location, square footage and key features of the city-owned building that will be available for lease. If there is a current lease agreement, please provide the monthly or annual lease amount?

There is currently no location, however there is a possibility that one of our 4 in-use fire stations is consolidated, which may provide a good location. Otherwise, the city does have land that can be potentially used for a garage, either by sale or by lease. The specifics can be worked out when the contract is being negotiated.

The RFP states that all work product submitted in proposals to this RFP will be available for inspection by the public after a contract is signed. If these materials are clearly marked in the RFP as “Confidential” or “Proprietary” will they be considered as such and redacted in proposal copy for public inspection?

Yes, all work product marked as “confidential” and “proprietary” shall be considered and treated as such. These will be redacted in any public copies.

RFP states that service area will encompass the City of Jamestown. In New York State, ambulance services must possess a CON to operate in their service area. Will contracted ambulance service provider be working under City of Jamestown’s CON for the purposes of this contract?

The ambulance service can work under the City’s CON or pursue one of their own.

Does the transport volume for 2018 and 2019 include inter-facility transports? If yes, please clarify the NYS CON rights of the City of Jamestown. Non-emergency transports are not typically within the NYS CON so what authority does the City of Jamestown intend to use to allocate the non emergency ambulance market?

The statistics do not include inter-facility transports. Again, these statistics are asked for to provide clarity on ambulances being out of service for other EMS calls.

The RFP lists in transport data list three levels of service 1) ALS 2) BLS Priority and 3) BLS Standard. Can you please define these three levels of service? What medical dispatch system or protocol will be utilized to triage calls into these levels of service? Can you provide copy of dispatch system or protocol? Is provider expected to respond “red lights and siren” to all three types of service? If not, what are appropriate response modes for each type of service?

The levels of service are coded by a dispatcher at the 911 Center, who asks a series of questions to the individual to triage the calls. The provider is expected to respond with “red lights and siren” to ALS and BLS Priority calls, but not to BLS Standard calls, which can just be used by sending the ambulance out and following normal traffic flows.

Does the Jamestown Fire Department intend to maintain ambulance transport capability and is there any intent to change the annual transport volume provided by the fire department?

The Jamestown Fire Department does intend to maintain ambulance transport capability. There is a hope to lower the overall annual transport volume provided by the fire department.

Is there a fee to the Ambulance Service for call answering service?

There will be no indemnifying the Ambulance Service for operating a call answering service.

How frequently is the Response Time performance calculated? If monthly, the transport volume might not reach a large enough quantity to be statistically significant. To illustrate, the smallest transport volume on page 5 is 1306 for BLS Priority in 2018. If that were equally distributed across the 12 months that would be an average of 108 per month. Therefore, normal seasonal variation could well mean there are fewer than 100 transports in a measurement period, if monthly. Small measurement numbers (denominator) increase the volatility of the numerator, and therefore, many EMS systems do not measure in such a fashion. Quarterly Response Time performance would resolve this potential.

Quarterly Response Time Performance shall be the standard metric used to measure this, however, the city reserves the right to ask for monthly metrics as stated in the RFP.

The RFP states the contractor will execute 90% of all transports in the City. The fire department responded to just under 20% in 2019. Does this mean that it is desired and anticipated that the fire department will respond to less calls moving forward? Is the desired target for the Fire Department to respond to 10% of calls?

Yes, the desired target for the Fire Department is to respond to 10% or less of all EMS dispatches from the 911 Center.

The RFP states that "EMS delivery system is to be built on a two tiered system that will use the ambulance service as the primary first responder, while the Jamestown Fire Department will be the secondary first responder." In this system design, will the engine company be dispatched on all emergency medical calls? If not, when will they be dispatched and what medical dispatch system or protocol will be utilized to triage calls for engine company response? Are engine companies staffed and equipped to the BLS or ALS level of care? When will Jamestown Fire Department ambulance be dispatched on calls? What procedure or protocol will be utilized for determining response?

The engine will not be dispatched on all emergency medical calls. We will use the 911 dispatch system. If the ambulance service is not available, the fire department will be dispatched. Engine companies are equipped to the BLS standards of care.

Please provide dates, times, locations and duration of standby for fire standbys in 2019. (Our requested data format is listed in cells 1 and 2 of this document)

There is no available data for this request.

RFP states that ambulance service must respond to all structure fires within the city. Are ambulances responding to structure fires to be held onsite until fire is extinguished and overhaul completed or can they be released by fire department incident demand for 9-1-1 calls if needed in the system?

They will be released by the Incident Response Commander, which may be before or after overhaul is completed and depending on incident demand for 911 calls.

Will structure fire responses be included in calculating response time performance? Will mutual aid calls be included in response time performance? Is there a system to petition for exclusion of designated calls from response time calculations as exceptions due to natural disaster, extreme weather, etc.?

No, structure fire responses will not be included in calculating response time performance. Mutual aid requests will ultimately not fall to the ambulance service. There will be a system to petition for exclusion of designated calls from response time calculations due to extenuating circumstances.

Please provide the a list of mutual aid responses provided by the ambulance contractor in

2019 and a list of mutual aid responses requested with the City of Jamestown in 2019. (Our requested data format is listed in cells 1 and 2 of this document)

There is no available data for this request.

The Interhospital transfer and discharge services are outside the scope of the CON, and therefore, we believe are outside of this contract. Please provide a rationale as to why these call numbers should be provided to the City.

We would like clarity if your ambulances are out of 911 service because of interhospital and discharge services.

Will the PSAP or ambulance service be generating response time reports from their computer aided dispatch systems to determine compliance?

The ambulance service will be generating response time reports.

RFP states that ambulance service must institute and maintain a ePCR System that is "compatible" with 911 Center. What is CAD Software currently being used by 911 Center? Exactly what type of level of compatibility is required?

There is a correction to be made. Currently the CAD software is not used by Fire Departments in the county, though it may be in the future. The Ambulance Service will provide an ePCR system to be used between the Fire Department and the ambulance service.

Is the only time the Ambulance Service resupplies the Jamestown FD when it transports a patient in its ambulance? Is there an expectation to provide one for one resupply when the Fire department serves a first responder only and the Ambulance Service transports? How will this be documented?

The Ambulance Service shall resupply any billable items when the FD acts as a first responder and the Ambulance Service transports. Then the Ambulance Service can bill the patient for the equipment used by the fire department.

If the Ambulance Service resupplies the Fire department ambulance, then it is logical for the Ambulance Service to bill for the transport and supplies if it is proposing an "unbundled" arrangement. To do that, the Jamestown FD ambulance would be a sub-contracted agency and provide the same documentation as the Contractor's ambulance teams, so the Ambulance Service can bill for transports irrespective of whether it or the Jamestown FD were the transport entity. Is this the intent of the City? If not, then how does the City expect the Ambulance Service to recover its cost for supplies to the Jamestown Fire Department ambulance?

See above.

RFP states that after initial 12 month period any rate increase is at the discretion of the City. Is this at the City's "sole discretion" or "will not be reasonably withheld"?

This "will not be reasonably withheld." It is not the intention of the City to determine how much the Ambulance Service charges (unless it is an unreasonable increase), but wants the citizens of the City to have a transparent look at Ambulance Service charges.

Please provide details on all current or anticipated mutual aid agreements.

Correction will be made. The ambulance service will not be subject to mutual aid agreements. There may be requests to assist with mutual aid, but that will be “as available, if available.”

RFP states that ambulance service must provide billing services for the City’s ambulance service. These services must be provided to the city at fair market value to meet CMS Guidelines. Please confirm that a cost for these services will be proposed in the proposal or negotiated with the ensuing contract. Will the City indemnify the Contractor for any consequences of providing this service without cost? Or would the City seek an advisory opinion from CMS OIG that this would not violate the anti-kickback statute?

The cost for these services will be negotiated with the ensuing contract.

Please clarify the last sentence under the fourth bullet. Does this mean that a Contractor that provides consolidated and audited financial statements must also require an independent auditor opinion on a balance sheet and income statement exclusive to the Jamestown contract? This would be very expensive.

A consolidated audit is acceptable. If there are questions, the city reserves the right to have an independent auditor look over the balance sheet and income statement exclusive to the Jamestown contract.

In the submission requirements for the audited financials, will consolidated financial statements be accepted to demonstrate financial capabilities?

Yes, consolidated financials are sufficient.

Section 4 details that the due date for the RFP is 4 p.m. on March 9, 2020. In the header on each page and on the cover page, the due date is listed as March 11, 2020 at 4 p.m. Please confirm the submission due date and time.

This is a typo. The due date should be listed as March 11, 2020 at 4 p.m.

Are signed Attachments A & B to be provided in a section labeled "D. Attachments" or should they be included in the sections that they are mentioned in: "A. Authority to Verify Credentials and Proposal Submission" and "3. Clinical and Employment Practices", respectively?

They should be included in the sections they are mentioned in: "A. Authority to Verify Credentials and Proposal Submission" and "3. Clinical and Employment Practices", respectively.

Because the contractor is not the PSAP, the contractor should not be monitored for the time between when the call came in to the 911 center to when the ambulance is dispatched. Please confirm the response time will be measured from the time that the call is transferred and received by the contractor dispatcher.

The response time would be measured from when the call is transferred and received by the contractor dispatcher.

Where will addendums and answers to the RFP be posted? Will they be distributed by email and/or posted to the city website purchasing page?

It will be posted to the city website page.

Is there a payment/reimbursement mechanism for Patient Refusals, No transport, Treat and Release/Service Calls? If so, please detail.

There will not be. The city will not indemnify the ambulance service for non-billable calls.