

April 19, 2019

TO: All Proposers under Request for Proposals No. 19-500511

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

ADDENDUM NO. 3

Request for Proposals (RFP) No. 19-500511, *Emergency Ambulance Service Provider for DeKalb County, Georgia*, is hereby amended as follows:

- A. The deadline for receipt of proposals is hereby changed to May 3, 2019.
- B. The following questions are provided for proposers' information.

RFP No. 19-500511 Emergency Ambulance Service for DeKalb County, Georgia Questions and Answers		
1	Question:	Will there be a raw dataset available to allow the proposer to best plan and build a comprehensive RFP response?
	Answer:	Available data sets are posted in the "Attachments" section of the advertisement grid.
2	Question:	Will the RFP submission timeline be extended to allow for a competitive and comprehensive response based on data availability, and the turnaround to the answered questions?
	Answer:	Yes, see Item A above.
3	Question:	As part of our questions set, we asked whether a tour of the DeKalb E911 Center and a chance to meet a liaison could be arranged as part of the Pre-Bidders' Conference or at a later date. Other prospective bidders may also want such a tour, so it may be most efficient to offer a group tour.
	Answer:	Yes, two tours were held on April 2, 2019 and April 3, 2019 at 1100 hours at 1950 W. Exchange Place Tucker, GA 30084.

4	Question:	DeKalb County today has an EMS ambulance agreement with the City of Dunwoody. The county's service requirements in the Dunwoody agreement are vastly different from the RFP provisions in areas such as required response times, tiered categories of responses, posting plan, staffing plan, shift changes plan, and other provisions. How will a potential bidder know about and/or bid on this separate service agreement with vastly different service requirements to fulfill DeKalb County's obligation to the City of Dunwoody, as the current agreement requirements were not referenced anywhere in the RFP?
	Answer:	The Memorandum of Understanding (MOU) with Dunwoody is a separate legally binding agreement between the City of Dunwoody and DeKalb County. The RFP nor any contract that rises from the RFP will impact the existing MOU. The MOU is effective through October 30, 2019 and automatically renewed for successive annual terms.”
5	Question:	<p><i>Response time and demand data:</i> Please provide three to five years’ worth of call data that includes the following elements:*</p> <ul style="list-style-type: none"> o Unique identifier – encounter / incident number o Date of the encounter / incident o Longitude and Latitude or X and Y coordinates of encounter / incident o Street address of encounter / incident o City of encounter / incident o State of encounter / incident o Zip code of encounter / incident o Dispatch Zone (or contract area or first due station) o Unit ID o Type of call (Emergency Non-Emergency) o Resource Needed (ALS or BLS or SCT) o Resource Sent (ALS or BLS or SCT) o MPDS triage / dispatch code / chief complaint o Call priority o Encounter / Incident disposition (e.g. Cancel reason, transported, etc.) o Date/Time call received by PSAP o Date/Time call received by dispatch center o Date/Time transport service requested (request for non-emergency transportation services) o Date/Time of dispatch o Date/Time en route o Date/Time arrived on scene o Date/Time departed scene o Date/Time arrived at destination

		<ul style="list-style-type: none"> o Date/Time cleared destination o Date/Time cancelled <p>Transport destination (facility name or address)</p> <p>*Please provide the above requested call data in the following formats (listed in order of preferred format).</p> <ul style="list-style-type: none"> · Microsoft Access Database · Microsoft Excel · Comma Delimited Text File · Tab Delimited Text File
	Answer:	See available data files in the “Attachments” section of the project advertisement grid.
6	Question:	<p><i>Page 4 - Dual Response System and Rapid Response Vehicles – Paragraph 3:</i></p> <p>Is there a projected timeline for the purchase and implementation of the 10 quick response vehicles by the Dekalb County Fire Department? Will these resources provide ALS level care? How does deployment of these resources effect the response time standards of the Contractor?</p>
	Answer:	Projected Timeline is: DCFR hopes to have all Rapid Response Vehicles in service by the end of 2019. Initially the units will be BLS, but may become ALS as staffing permits in the future. These resources will not affect the contractual obligations of the vendor as defined in the contract. The response time goals as defined in the RFP apply regardless of whether the County has Rapid Response Vehicles operating.

7	Question:	<p><i>Page 4 - Supplemental Services – Paragraph 1:</i></p> <p>Please clarify. It appears that municipalities or subdivisions will be able to purchase additional ambulance unit hours. How will the Contractor distinguish these Supplemental Unit Hours from the base unit hours deployed to achieve the County-wide response time standard? How will the selection process address the potential for significant variation in proposals based on different assumptions about Supplemental Services demand? Can the County (or Municipalities) provide their expectations / desires in a collective manner, or is each proposer to engage municipalities and potential subdivision in independent discussions prior to proposal submission?</p> <p>Has any municipality already communicated their desire to purchase supplemental unit hours? If so, please identify the municipality and their desired number of supplemental hours.</p> <p>Does the County itself intend to purchase any supplemental hours on their behalf? Is so, how many supplemental hours does the County anticipate purchasing?</p> <p>How will the contractor be paid for these supplemental hours? Will an additional agreement be required in this regard?</p>
	Answer:	<p>Question 1: The response time requirements of this RFP are inclusive of all unit hours within the system, regardless of whether they are “Supplemental Unit Hours.”</p> <p>Question 2: The proposer is free to explain their bid in any matter they see fit.</p> <p>Question 3: The purchase of supplemental unit hours or service will be via order from DeKalb County to the provider based on the hourly rate quoted by the provider in the proposal.</p> <p>Question 4: No municipality has at this time communicated a desire to purchase supplemental unit hours.</p> <p>Question 5: The County is not requesting to purchase supplemental hours at this time.</p> <p>Question 6: The County will pay based on the order and confirmation of receipt of the service.</p> <p>Question 7: The purchase of supplemental unit hours or service will be via order from DeKalb County to the provider based on the hourly rate quoted by the provider in the proposal.</p>

8	Question:	<p><i>Page 5 - Health Insurance Coverage:</i></p> <p><i>3 part question:</i> Paragraph 1 states that 12% of the population are uninsured. On page 6 a table with the 2017 payer mix reports 36% Private Pay. That seems inconsistent. What is the definition of Private Pay? For example, would Private Pay include persons who have healthcare insurance, but that information is not available at the time of ambulance service? Or alternatively, is the payer mix distribution a reflection of sources of cash receipts by the ambulance provider, at the end of the billing process?</p> <p><i>Part 2:</i> Since DeKalb County has Payer Mx records does it also have records of cash receipts and therefore a historical account of collections of current ambulance user fees? Please provide if possible.</p> <p><i>Part 3:</i> DeKalb County is a diverse community and a well-known resettlement location. This supportive position in the global issue of asylum is noble, but, of course, strains local resources. Are there revenues sources for the Contractor outside of cost shifting the cost of care to this uninsured population to relatively small population of insured people using ambulance services in DeKalb County?</p>
	Answer:	<p>Question 1: The 12% uninsured is a representation of the total demographic of the zone. The 36% private pay is the percentage of the whole of the customers utilizing the system that are uninsured private pay.</p> <p>Question 2: Collections rates of any provider are specific to the provider and that provider’s abilities and goals. The collection rate of the current provider will not be provided.</p> <p>Question 3: There are no alternate revenue sources. There is no subsidy as part of this RFP.</p>
9	Question:	<p><i>Page 6 - EMS statistics – Paragraph 3:</i></p> <p>The RFP provides the number of unit hours for the system. Can you please provide the priority posting plan for the current EMS system design and/or provide the total number of ambulances at peak deployment?</p> <p>What is the response time performance of the current Contractor? How does current performance compare to the response time performance standard in this RFP?</p>

	Answer:	The posting plan is dynamically determined by the LiveMUM move up management software. 38 ambulances at peak deployment. January 2019 and February 2019 response time performance for ALS/BLS call breakdown by municipality is included in the attached data files. See 19-500511 Addendum 3 Response Times January 2019 and February 2019 in the “Attachment” section of the advertisement grid.
10	Question:	<i>Page 6 - EMS statistics – Paragraph F:</i> The outline notes that the County reserves the right to multiple awards. (This division of responsibilities / rights is also reflected on the same page in Scope of Work). How should proposers explain the variables in their proposals based on a share of the responsibilities and rights of the contract? For example, should the proposer explain how their proposed services and costs would be different if only received certain subsections of the service area? (Comment: This seems problematic in order to compare proposals).
	Answer:	The proposer is free to explain their bid in any matter they see fit.
11	Question:	<i>Page 7 - Required Documents Checklist, F & G:</i> If the County divides response zones how will that effect response time standards? Is such a change cause for either renegotiation of contract terms or economics? The RFP specifies a set of management personnel dedicated solely to emergency ambulance service in DeKalb County. It however does not distinguish any of the dedicated management positions which would be relaxed in the event there were multiple contractors. (This once again ties to a theme of difficulty in design of an efficient system given lack of ability to forecast demand or revenue).
	Answer:	The proposer is encouraged to bid on providing service to the entire zone. As stated in the RFP on Page 7: “F. The County reserves the right to make one (1) award or multiple awards. G. The County reserves the right to divide the response zone into smaller service areas to enhance service efficiency.”

12	Question:	<p><i>Page 7 - Scope of Work – Paragraph E:</i></p> <p>The RFP describes a "fee based" system as the source of revenue and requires a Cost Proposal (Attachment A). However, Attachment A does not include any place for the proposer to specify the fee schedule it proposes. Instead it is solely a Unit Hour Cost, then extended based on a stipulated quantity of unit hours. How does a proposer document its proposed ambulance fee structure and how will the proposal review committee compare and determine how many of the 10 points possible are awarded to proposers? Additionally, the form states that there are 4 pages in "Attachment A," but only two pages are provided.</p>
	Answer:	<p>See 19-500511 Addendum 3 Cost Proposal Form (Revised April 19, 2019) in the "Attachments" section of the advertisement grid.</p>
13	Question:	<p><i>Page 9 - Response, F – Paragraph 4:</i></p> <p>Please provide additional detail of contractor role in dispatch. Are contractor dispatchers or support staff currently co-located in the County 9-1-1 Center? Does the contractor dispatch center serve as the secondary PSAP?</p>
	Answer:	<p>Contractor supervisory staff are currently co-located in the County E911 Center for the purposes of supervision; they do not dispatch any units. The contractor's dispatch center does not presently serve as a secondary PSAP.</p>
14	Question:	<p><i>Page 12 - Response, H – Paragraph H1:</i></p> <p>The RFP states the Contractor shall have a fleet 120% of the peak hour ambulance, "response ready". Please clarify "response ready"? For example, many communities establish a fleet size standard based on the expected peak demand similar to the 120% here. But that includes a buffer for maintenance. While under maintenance is the ambulance "response ready"? Do you mean a fleet size that allows 120% of peak PLUS enough fleet for a maintenance buffer (e.g., 140% of peak load)?</p>
	Answer:	<p>The additional 20% "Response Ready" ambulances (above the 100% that the system requires) are units that can be put into service within one hour in the event that a first-line unit has a mechanical failure or some other failure which prevents the first-line unit from being in service. This requirement is not intended to manage extraordinary peak demands, and the bidder should manage the system separately to anticipate and respond to those extraordinary peak demands.</p>

15	Question:	<p><i>Page 12 – Response, H – Paragraph H4:</i></p> <p>The County will dispatch and monitor ambulances, but the contractor is required to monitor ambulances and personnel. Please clarify your expectation for the dispatch and ambulance deployment (system status management) operations. Will the County Dispatchers follow a post priority and post movement plan communicated by the Contractor?</p> <p>Can we arrange a tour of the Dekalb E911 Center and a chance to meet a liaison as part of the Pre-Bidders’ Conference or at a later date? Other prospective bidders may also want such a tour, so it may be most efficient to offer a group tour.</p>
	Answer:	<p>The County will follow the contractor’s “priority and post movement plan” which will be mutually agreed upon by the successful bidder and the County.</p> <p>Yes, two tours were conducted on April 2, 2019 and April 3, 2019 at 1100 hours at 1950 W. Exchange Place Tucker, GA 30084.</p>
16	Question:	<p><i>Page 12 – Response, H – Paragraph H10:</i></p> <p>Since the first agency on scene shall have primary responsibility for patient care, there are two questions. First, will the first agency senior medical person accompany the patient during transport, in order to maintain continuity? Second, do all the first response agencies indemnify the contractor or the actions or omission of its medical personnel?</p>
	Answer:	<p>Question 1: Continuity of care is maintained through operations with a common set of protocols. DCFR senior personnel will accompany the patient during transport if deemed medically necessary or if requested by the contractor to ensure the best possible outcome for the patient.</p> <p>Question 2: No.</p>
17	Question:	<p><i>Page 12 – Response, H – Paragraph 5:</i></p> <p>The RFP states that fire stations are available for deployment locations. Are all fire stations posting locations only or are there opportunities to rent space for EMS personnel crew quarters or comfort stations? Will the County make available the ambulance posting facilities (non-fire station locations) that are currently made available to the existing contractor? Is there any additional cost involved to utilize these facilities?</p>

	Answer:	All DCFR stations are potential posting locations, however there are no accommodations for the contractor's crew. Yes, there are opportunities to rent space for EMS personnel. The current contractor's posting locations were negotiated directly with posting location owners. The county has no ability to ensure access to the successful bidder.
18	Question:	<i>Page 14 – I. Staffing – Paragraph 4:</i> The RFP requires staff information within 10 days of award of the contract. This favors the incumbent and has no added value to the community. The winning Contractor should have time to recruit from the EMTs and Paramedics currently working and in good standing in DeKalb County. Fair treatment of the incumbent workforce is a very important element in a smooth contract transition. The labor force needs more than 10 days to learn their options and make employment decisions.
	Answer:	The Bidder is required to report all current staff within 10 days of the award of the contract. As staff and personnel are hired to serve the Zone, those individuals will need to be reported regularly. This stipulation does not require a Contractor to hire all staff for the system within 10 days.
19	Question:	<i>Page 16 – I. Reports/Reporting – Paragraph 1:</i> Will the County provide copies of the EPCR records completed by the DCFR personnel to the contractor for supplemental documentation purposes?
	Answer:	Yes, DCFR will supply any ePCR records for calls that both the Contractor and DCFR personnel were involved with patient care. All documents will be required to comply with HIPAA regulations.
20	Question:	<i>Page 16 – Reports / Reporting – Paragraph 6:</i> Can the daily staffing roster reporting requirement be met by providing secure online access to the roster?
	Answer:	Yes.
21	Question:	<i>Page 16 – Reports / Reporting – Paragraph 14b:</i> If the 5 th of the month is a weekend or holiday, can the reports be submitted at the end of business on the first business day after the weekend / holiday?

	Answer:	Yes.
22	Question:	<p><i>Page 16 – Reports / Reporting – Paragraph M19:</i></p> <p>Can the ambulance mobile phone and one of two portable radios be a combination device? That is a device that has both radio and cellular function?</p>
	Answer:	No.
23	Question:	<p><i>Page 19 – Equipment – Paragraph N1a:</i></p> <p>Requested Supplemental Unit Hours. The quantity and timing of Supplemental Unit Hours should be mutually agreed by the sponsoring municipality, the County and the Contractor before the Contractor is held accountable for a schedule the Contractor cannot predictor control. Comment: the penalty is extreme and forces the contractor to estimate an amount of Supplemental Unit Hours it may be at risk for and include in the Unit Hour Cost calculation. This can be resolved by allowing an agreement to Supplemental Unit Hours before a commitment to Supplemental Unit Hours.</p>
	Answer:	No question was asked and the County will not provide a comment on the statements made.
24	Question:	<p><i>Page 19 – M. Equipment/Vehicles – Paragraph 12:</i></p> <p>What type of RFID equipment does the DCFR currently use in its vehicles? What is the cost for this equipment?</p>
	Answer:	The type of RFID equipment may vary by municipality, and it is not provided by the County.

25	Question:	<p><i>Page 20 – Penalties – Paragraph N2:</i></p> <p>Exceptions from Response time. EMS demand is of course subject to unpredictable variation such as a disaster, as noted in the RFP. But some of the unpredictable variation is not a publicly recognized disaster or multi-casualty incident. Instead there can also be an unpredictable increase in single patient, seemingly independent request for simultaneous services. Many EMS systems have added to their set of Exceptions to Response Time for periods where simultaneous ambulance demand exceeds a statistical threshold even if the underlying reason is not evident. Would the County add such an exception?</p>
	Answer:	<p>DCFR utilizes the Interquartile Range (IQR) to establish outlier control for the entire data set. DCFR then calculates the 90th percentile performance on the remaining data set which will further eliminate the top 10% of the data set which will address any periods where simultaneous demand may occur.</p>
26	Question:	<p><i>Page 23 – Other – Paragraph 7:</i></p> <p>Contractor will resupply DCFR first responders for medical supplies and medications. This must exclude transfer of controlled substances (this is noted on Page 26). DCFR should maintain its own narcotics and controlled substances (although the cost of these medications can be passed through to the ambulance contractor).</p>
	Answer:	<p>No question was asked and the County will not provide a comment on the statements made.</p>
27	Question:	<p><i>Page 25 – VI. Award of Contract:</i></p> <p>When is the anticipated award date for this RFP? What is the anticipated start date for the awarded contract?</p>
	Answer:	<p>The County anticipates the award date to be early summer. The start date will be within ten days of acknowledgement of receipt of Notice to Proceed.</p>
28	Question:	<p><i>Page 117 – Treat No Transport – Paragraph 1:</i></p> <p>Is the contractor permitted to bill patients for “treat and no transport” situations?</p>
	Answer:	<p>Yes.</p>

29	Question:	Whether companies from Outside USA can apply for this? (like, from India or Canada)
	Answer:	Any company, regardless of location, may submit a proposal in response to the RFP but only companies demonstrating an ability to meet the requirements of the RFP will be considered for award.
30	Question:	Whether we need to come over there for meetings?
	Answer:	We assume this question is regarding whether the ambulance provider will need to come to DeKalb County periodically during the period of the contract, and the answer is “yes” there will need to be periodic meetings in DeKalb County.
31	Question:	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
	Answer:	We assume this question is referencing their past work history/experience when it says, “...perform the tasks,” since the tasks of transporting our patients to the hospital cannot be accomplished outside of DeKalb County. Company history/experience outside of the USA is acceptable as long as it is comparable in nature to the requirements of the RFP.
32	Question:	Can we submit the proposals via email?
	Answer:	No.
33	Question:	<i>General – Deployment:</i> How would proposers know how many vehicles and personnel to propose, provide a system status plan, and determine peak staffing needs if the service area were divided up? The proposer doesn’t have that information outside of the single proposed zone outlined in the RFP.
	Answer:	The proposer is encouraged to bid on providing service to the whole zone.

34	Question:	<p><i>General – Go-live date is not provided in RFP:</i></p> <p>Will the County please indicate when the Provider is expected to start service under the terms of this RFP?</p> <p>What is the expectation of the County for a Proposer to start services under this RFP once an award has been made?</p>
	Answer:	<p>“Services are to start within ten (10) days of acknowledgement of receipt of the Notice to Proceed.”</p>
35	Question:	<p><i>II. Introduction – Page 3 – Paragraph 1 – “The County desires to enhance the functional integration between other Fire Departments, Law Enforcement, hospitals and healthcare organizations, as well as cities and communities within the County and the ambulances provider(s).”:</i></p> <p>Please provide the level of integration between the current provider and Fire Departments, Law Enforcement, hospitals and healthcare organizations? Can you please provide specific examples of current partnerships, meetings, expectations and training related to these partnerships?</p>
	Answer:	<p>DeKalb Fire Rescue Department works to promote a safe, secure, and sustainable environment for our stakeholders with a dedication to service. The Department does this in part by providing multi-jurisdictional training and collaboration with several of its public safety partners. We work extensively as part of the Urban Area Security Initiative (UASI) along with other metro area departments (Police, Fire, Health, EMA, Medical, etc.) to assist high-threat, high-density Urban Areas in efforts to build sustainable capabilities necessary to prevent, protect against, mitigate, and respond to acts of terrorism. These efforts extend to multi-jurisdictional training exercises and coordination of efforts between agencies. DeKalb Fire Rescue recently hosted a working conference call with metro area hospitals, DCFR EMS Division, and our current ambulance provider in an effort to discuss new and innovative ideas aimed at reducing wall times while increasing collaborative efforts. DeKalb Fire Rescue in conjunction with DeKalb Police department are working to implement Active Shooter Training that will incorporate all facets of active shooter response, (E911, Police, Fire, EMS, Sheriff, etc.) promoting coordination, training, and disaster preparedness.</p>

36	Question:	<p><i>II. Introduction – Page 3 – Paragraph 1A – ALS and BLS transport:</i></p> <p>Are BLS ambulances being utilized in the 911 system currently either by the contractor or by DCFR? If so, how many unit hours are deployed daily and what call types are they dispatched to and what functions do they perform?</p>
	Answer:	<p>Yes, the contractor uses BLS ambulances. The number of BLS ambulances fluctuates daily.</p>
37	Question:	<p><i>II. Introduction – Page 4 – Paragraph Dual Response System and Rapid Response Vehicles – “DCFR ... [is] dispatched to all emergency medical calls, as well as select non-emergency medical calls.”:</i></p> <p>Please provide the “select non-emergency calls” DCFR are dispatched to. What type (MPDS) and priority of calls is this unit typically dispatched to? Are these units typically infused into the 911 system and respond to calls regularly?</p>

Answer:	<p>DCFR’s Rapid Response Vehicles are dispatched as fire units would be, to initiate patient care on scene. They should not be factored into a proposal on transport units. Below you will find a list of the “select non-emergency calls” that will automatically receive a response from a DCFR unit. In addition to the list below it is the current DCFR policy to dispatch a unit on any non-emergency call where the contractors transport unit has an expected travel time of greater than fifteen (15) minutes based off of the AVL data available from the CAD system for the responding transport unit.</p>																																																																																																						
	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">ProQACode</th> <th style="text-align: left;">PROQACODE</th> <th style="text-align: left;">Prob Type Name</th> </tr> </thead> <tbody> <tr><td>07A02E</td><td>A</td><td>BURNS-FIRE ALARM</td></tr> <tr><td>07A02</td><td>A</td><td>BURNS-FIRE ALARM</td></tr> <tr><td>07A02F</td><td>A</td><td>BURNS-FIRE ALARM</td></tr> <tr><td>07A02W</td><td>A</td><td>BURNS-FIRE ALARM</td></tr> <tr><td>07A05F</td><td>A</td><td>BURNS <18% A5</td></tr> <tr><td>07A04F</td><td>A</td><td>BURNS <18% A5</td></tr> <tr><td>07A03F</td><td>A</td><td>BURNS <18% A5</td></tr> <tr><td>07A01E</td><td>A</td><td>BURNS <18% A5</td></tr> <tr><td>07A01F</td><td>A</td><td>BURNS <18% A5</td></tr> <tr><td>07A05W</td><td>A</td><td>BURN<18%</td></tr> <tr><td>07A01</td><td>A</td><td>BURN<18%</td></tr> <tr><td>08O02</td><td>O</td><td>CARBON</td></tr> <tr><td colspan="3">MON/INHAL/HAZMAT/CBRN</td></tr> <tr><td>12A02</td><td>A</td><td>SEIZURE - NOT SEIZING NOW</td></tr> <tr><td>12A03E</td><td>A</td><td>SEIZURE - NOT SEIZING NOW</td></tr> <tr><td>12A01</td><td>A</td><td>SEIZURE - NOT SEIZING NOW</td></tr> <tr><td>12A02E</td><td>A</td><td>SEIZURE - NOT SEIZING NOW</td></tr> <tr><td>12A01E</td><td>A</td><td>SEIZURE - NOT SEIZING NOW</td></tr> <tr><td>12A03</td><td>A</td><td>SEIZURE - NOT SEIZING NOW</td></tr> <tr><td>12A04E</td><td>A</td><td>SEIZURE - FOCAL</td></tr> <tr><td>12A04</td><td>A</td><td>SEIZURE - FOCAL</td></tr> <tr><td>12A05E</td><td>A</td><td>SEIZURE - IMPENDING</td></tr> <tr><td>12A05</td><td>A</td><td>SEIZURE - IMPENDING</td></tr> <tr><td>29A01Y</td><td>A</td><td>ACCIDENT WITH INJURIES</td></tr> <tr><td>29A01X</td><td>A</td><td>ACCIDENT WITH INJURIES</td></tr> <tr><td>29A01</td><td>A</td><td>ACCIDENT WITH INJURIES</td></tr> <tr><td>29A01A</td><td>A</td><td>ACCIDENT WITH INJURIES</td></tr> <tr><td>29A01V</td><td>A</td><td>ACCIDENT WITH INJURIES</td></tr> <tr><td>29A01U</td><td>A</td><td>ACCIDENT WITH INJURIES</td></tr> <tr><td>29A01M</td><td>A</td><td>ACCIDENT WITH INJURIES</td></tr> <tr><td>29A02Y</td><td>A</td><td>ACCIDENT WITHOUT INJURIES</td></tr> <tr><td>29A02</td><td>A</td><td>ACCIDENT WITHOUT INJURIES</td></tr> <tr><td>29A02U</td><td>A</td><td>ACCIDENT WITHOUT INJURIES</td></tr> </tbody> </table>	ProQACode	PROQACODE	Prob Type Name	07A02E	A	BURNS-FIRE ALARM	07A02	A	BURNS-FIRE ALARM	07A02F	A	BURNS-FIRE ALARM	07A02W	A	BURNS-FIRE ALARM	07A05F	A	BURNS <18% A5	07A04F	A	BURNS <18% A5	07A03F	A	BURNS <18% A5	07A01E	A	BURNS <18% A5	07A01F	A	BURNS <18% A5	07A05W	A	BURN<18%	07A01	A	BURN<18%	08O02	O	CARBON	MON/INHAL/HAZMAT/CBRN			12A02	A	SEIZURE - NOT SEIZING NOW	12A03E	A	SEIZURE - NOT SEIZING NOW	12A01	A	SEIZURE - NOT SEIZING NOW	12A02E	A	SEIZURE - NOT SEIZING NOW	12A01E	A	SEIZURE - NOT SEIZING NOW	12A03	A	SEIZURE - NOT SEIZING NOW	12A04E	A	SEIZURE - FOCAL	12A04	A	SEIZURE - FOCAL	12A05E	A	SEIZURE - IMPENDING	12A05	A	SEIZURE - IMPENDING	29A01Y	A	ACCIDENT WITH INJURIES	29A01X	A	ACCIDENT WITH INJURIES	29A01	A	ACCIDENT WITH INJURIES	29A01A	A	ACCIDENT WITH INJURIES	29A01V	A	ACCIDENT WITH INJURIES	29A01U	A	ACCIDENT WITH INJURIES	29A01M	A	ACCIDENT WITH INJURIES	29A02Y	A	ACCIDENT WITHOUT INJURIES	29A02	A	ACCIDENT WITHOUT INJURIES	29A02U	A	ACCIDENT WITHOUT INJURIES
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	25A02W	A	PSYCH/ABN BHVR/SUICIDE ATT
	25A02V	A	PSYCH/ABN BHVR/SUICIDE ATT
	25A02B	A	PSYCH/ABN BHVR/SUICIDE ATT
	25A01V	A	PSYCH/ABN BHVR/SUICIDE ATT
	25A01B	A	PSYCH/ABN BHVR/SUICIDE ATT
	25A01W	A	PSYCH/ABN BHVR/SUICIDE ATT
	28A01U	A	STROKE/CVA/TIA_5
	28A01Z	A	STROKE/CVA/TIA_5
	28A01X	A	STROKE/CVA/TIA_5
	28A01M	A	STROKE/CVA/TIA_5
	28A01L	A	STROKE/CVA/TIA_5
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		28A01	A	STROKE/CVA/TIA_5
		28A01Y	A	STROKE/CVA/TIA_5
38	Question:	<p><i>II. Introduction – Page 4 – Paragraph Dual Response System and Rapid Response Vehicles – “... DCFR has begun an initiative to add ten Rapid Response Vehicles to our response capabilities, with the goal of increasing our ability to respond quickly to all emergency and select non-emergency calls for help.”:</i></p> <p>What is the anticipated date that the Rapid Response Vehicles will be fully deployed.</p> <p>What is the impact on the Contracted Provider’s response time reliability requirements once fully implemented?</p>		
	Answer:	<p>The Rapid Response Vehicles will be deployed as the vehicles are manufactured and as DCFR staffing permits. They will have no effect on the response time requirements for the transport service.</p>		
39	Question:	<p><i>II. Introduction – Page 4 – Paragraph Dual Response System and Rapid Response Vehicles – “... municipalities or other subdivisions of the County shall be able permitted to purchase supplemental service, in the form of unit hours, to facilitate the pursuit of goals such as shorter response times.... Where supplemental services are purchased, the area receiving the supplemental will be deemed a new subpart for statistical analysis and record keeping purposes.”:</i></p> <p>If the Contractor enters into a supplemental arrangement with a municipality or other subdivision that demands a shorter response time than that dictated by this RFP, will those responses be aggregated with other County response to determine response time reliability, or will those responses be carved out of County requirements?</p>		

	Answer:	When calculating the performance for the entire DeKalb County zone DCFR will aggregate all response times, regardless of geographic area, to determine the performance of the contractor. Performance within a geographical area that has chosen to enhance their service by entering into a supplemental arrangement will be evaluated within that geographical area solely.
40	Question:	<i>II. Introduction – Page 4 – Paragraph 1A – Dual Response System:</i> Where are the 2 DCFR ALS transport units located?
	Answer:	Currently, one is located at Station 22, 1859 Montreal Road, Tucker, GA 30084 and the other is located at Station 17, 900 Evans Mill Road, Lithonia, GA 30058.
41	Question:	<i>II. Introduction – Page 4 – Paragraph 1A – Supplemental Service (unit hours):</i> What is the process of the municipalities to purchase supplemental unit hours?
	Answer:	The purchase of supplemental unit hours or service will be via order from DeKalb County to the provider based on the hourly rate quoted by the provider in the proposal.
42	Question:	<i>II. Introduction – Page 4 – Paragraph 1A – Supplemental Service:</i> If other County municipalities wish to purchase 911 Paramedic Ambulance services and unit hours, how are these payments transacted? Are these done directly with the municipality and the contractor, or with the County and the contractor?
	Answer:	The County will pay based on the order and confirmation of receipt of the service.

43	Question:	<p><i>II. Introduction – Page 6 – Paragraph I.C. – The County provides a table outlining the Dispatch volume by year (2015 – 2018) for the entire county:</i></p> <p>The County has indicated it may award the contract to multiple providers. The assumption is that this would be done in some form of geographical split to maintain integrity in the program. In order to effectively and appropriately quote a price for service, a Provider would need to know the dispatch volume for the geography that it is going to serve. Would the County, please provide the dispatch/transport volume for the latest year by the geographies that it may be considering if the contract is awarded to multiple providers?</p>
	Answer:	<p>The proposer is encouraged to bid on providing service to the entire zone. As stated in the RFP on Page 7: “F. The County reserves the right to make one (1) award or multiple awards. G. The County reserves the right to divide the response zone into smaller service areas to enhance service efficiency.”</p>
44	Question:	<p><i>II. Introduction – C. EMS Statistics – Page 6 – Health Insurance Coverage – “The current daily deployment projections; [sic] for Daily Hours are 717 hours”:</i></p> <p>How were the projected daily Unit Hours determined?</p> <p>How many Unit Hours are currently deployed by the current contractor?</p> <p>Do the projected Unit Hours include the two DCFR’s hours?</p>
	Answer:	<p>Question 1: The projected daily Unit Hours were determined using the data provided by the current provider. Question 2: Information was pulled from DeKalb County Police Dispatch CAD for periods November 1, 2017 through October 31, 2018. Question 3: The projected Unit Hours do not include any DCFR apparatus.</p>
45	Question:	<p><i>II. Introduction – C. EMS Statistics – Page 6 – Payor Mix – The 2017 reported payer mix for transports:</i></p> <p>How are “Private Pay” users calculated? Is this based on initial data input from the Epcr, or is this post billing process?</p>

	Answer:	The answer provided here is based on the assumption that the intent of the question is to find out how many private pay users are in the system. Based on that assumption, the answer is that the data provided by the current provider regarding “Private Pay” users was “post billing process.”
46	Question:	<p><i>II. Introduction – C. EMS Statistics – Page 6 – I.C – The County provides a table outlining the payer mix for 2017 for entire county:</i></p> <p>The County has indicated it may award the contract to multiple providers. The assumption is that this would be done in some form of geographical split to maintain integrity in the program. In order to effectively and appropriately quote a price for service, a Provider would need to know the payer mix for the geography that it is going to serve. Would the County, please provide the payer mix by the geographies that it may be considering if the contract is awarded to multiple providers?</p>
	Answer:	<p>The proposer is encouraged to bid on providing service to the entire zone. As stated in the RFP on Page 7:</p> <p>“F. The County reserves the right to make one (1) award or multiple awards. G. The County reserves the right to divide the response zone into smaller service areas to enhance service efficiency.”</p>
47	Question:	<p><i>II. Introduction – Page 7 – G – The county reserves the right to divide response zone into smaller service areas –</i></p> <p>Can the County provide us with the 2018 historic call volume by time of day, day of week for the entire zone as well as by sub-zones (smaller zones) so we can determine the number of ambulances required and where to place them by time of day and day of week?</p> <p>Can the County please provide a raw dataset for all of 2018 to allow the Proposer to adequately assess all response criteria?</p>
	Answer:	See the “Attachments” section of the advertisement grid – 19-500511 Addendum 3 Historic Call Volume and 19-500511 Addendum 3 2017 2018 Data.

48	Question:	<p><i>II. Scope of Work – Page 7 – Paragraph I.A. – Operating “exclusive” rights to 2 or more private ambulance providers:</i></p> <p>Can the County please explain how this will work? How will providers know number of employees, trucks, costs, posting plans, etc. if there is a possibility of 2 or more providers? How will zones be split to ensure equitability for all providers considering different payor mix in different response zones?</p>
	Answer:	<p>The proposer is encouraged to bid on providing service to the entire zone. As stated in the RFP on Page 7: “F. The County reserves the right to make one (1) award or multiple awards. G. The County reserves the right to divide the response zone into smaller service areas to enhance service efficiency.”</p>
49	Question:	<p><i>I. Introduction – Page 7 – Paragraph F – Awarding of the Service Area:</i></p> <p>What is the methodology to determine which area / zone is given to which vendor?</p>
	Answer:	<p>Totality of circumstances as solely determined by the County.</p>
50	Question:	<p><i>I. Introduction – Page 7 – Paragraph F – Awarding of the Service Area:</i></p> <p>Does the Contractor have input on which area they will serve if the County awards the service area to multiple providers?</p>
	Answer:	<p>The proposer is encouraged to bid on providing service to the whole zone.</p>
51	Question:	<p><i>I. Introduction – Page 7 – Paragraph F – Awarding of the Service Area:</i></p> <p>If the Proposer bids as a sole provider for the entire County zone, and the County awards the bid to multiple providers, including the proposer who bid based on volume and pricing as a whole County zone, can this Proposer remove themselves from the RFP process if they determine that this arrangement is not financially sustainable?</p>
	Answer:	<p>Yes.</p>

52	Question:	<p><i>II. Scope of Work – Page 7 – Paragraph 8 – Filed Supervisors –</i></p> <p>How many DCFR Field Supervisors will the County deploy?</p>
	Answer:	<p>The number of field supervisors the County will deploy has not been determined yet.</p>
53	Question:	<p><i>I. Introduction – D. Required Documents Checklist – Page 7 – Table – “Cost Proposal Form (1 copy, separate & sealed):</i></p> <p>To be responsive to this RFP, proposers may need to submit more than the “Cost Proposal Form.” Will the County accept more than one cost proposal from bidders?</p>
	Answer:	<p>The Hourly Rate is for Supplemental Services only. See the revised Cost Proposal Form in the advertisement grid entitled 19-500511 Addendum 3 Cost Proposal Form (Revised April 19, 2019).</p>
54	Question:	<p><i>Introduction, Section E _ Page 7 – Paragraphs E – G – “The County intends to award a five ... year contract ... to the Contractor(s) selected as the most responsive ... and most responsible”</i></p> <p><i>“The County reserves the right to make one (1) award or multiple awards.”</i></p> <p><i>“The County reserves the right to divide the response zones into smaller service areas to enhance service efficiency”:</i></p> <p>The three (3) statements in Section E, F, & G make it very difficult for a Contractor to prepare a responsible bid as the bidder. Attachment “A” of the required forms does not allow for a bidder to submit more than one Cost Proposal.</p> <p>The cost of operating the system for a contractor will vary upon the volume of services provided. Fixed costs and overhead distributed over a wider patient population will drive down the costs of services provided. Moreover, if agreements are awarded to more than one contractor, the distribution of the payors will be an essential element in determining user fees.</p> <p>Since the County reserves the right to make multiple awards and/or adjust response zones, what is the mechanism for a bidder to determine the costs of providing services to DeKalb County?</p>
	Answer:	<p>The proposer is encouraged to bid on providing service to the whole zone.</p>

55	Question:	<p><i>II. Scope of Work – Page 7 – Paragraph 8 – “The County intends to ... provide the following dedicated personnel.”</i></p> <p><i>“3. Field Supervisors who will monitor the day-to-day field operations of the Contractor(s).”:</i></p> <p>Please describe how these Field Supervisors will interface and “monitor” the Contractors performance and activities? What is the role of the DCFR Supervisor with respect to the delivery of 911 Ambulance service.</p>														
	Answer:	<p>DCFR field supervisors will ensure overall quality care is being given to the citizens and visitors of DeKalb County by all providers in the system. These supervisors are not to replace those that are dedicated by the contractor as a part of this RFP.</p>														
56	Question:	<p><i>III. Scope of Work – Page 8 – Paragraph B – Contractor shall provide the following dedicated personnel:</i></p> <p>Can the required 6 dedicated personnel also be responsible for other locations and other assigned duties outside of DeKalb county?</p> <p>Are the 6 dedicated personnel required to be based in DeKalb county?</p>														
	Answer:	<p>Question 1: Yes. Question 2: No.</p>														
57	Question:	<p><i>IV. Sope of Work – Page 8 – Paragraph E – Fees for service shall increase by 4% on Jan 1.:</i></p> <p>Can you provide the current approved fee schedule for all EMS billing categories?</p>														
	Answer:	<table border="0"> <tr> <td>ALS Transport.....</td> <td>\$1,724.80</td> </tr> <tr> <td>BLS-E.....</td> <td>\$1,452.12</td> </tr> <tr> <td>Oxygen.....</td> <td>\$ 150.00</td> </tr> <tr> <td>Mileage.....</td> <td>\$ 29.16</td> </tr> <tr> <td>ALS 2.....</td> <td>\$1,995.08</td> </tr> <tr> <td>EKG Monitor & Interpretation.....</td> <td>\$ 150.00</td> </tr> <tr> <td>No Transport/Pt. Assessment.....</td> <td>\$ 125.00</td> </tr> </table>	ALS Transport.....	\$1,724.80	BLS-E.....	\$1,452.12	Oxygen.....	\$ 150.00	Mileage.....	\$ 29.16	ALS 2.....	\$1,995.08	EKG Monitor & Interpretation.....	\$ 150.00	No Transport/Pt. Assessment.....	\$ 125.00
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58	Question:	<p><i>II. Scope of Work – Page 8 – Paragraph II.B – County may issue exclusive operating rights to one or more private ambulance providers:</i></p> <p>How is this an exclusive contract if the County can award to multiple providers?</p>
	Answer:	<p>“Exclusive operating rights” means only those operators contracting with the County, be it one or more.</p>
59	Question:	<p><i>II. Scope of Work – Page 8 – Paragraph B - “The Contractor(s) shall provide the following dedicated personnel.”:</i></p> <p>Please describe what the County means by “dedicated.” In other words, can a Contractor’s personnel be responsible for more than one position or must the Contractor have one person fulfilling each of the positions enumerated on page 8 of the RFP?</p>
	Answer:	<p>A contractor’s personnel may be responsible for more than one position provided that the areas being handled are done so effectively, efficiently and meet the requirements of the organized job functions as noted in the RFP.</p>
60	Question:	<p><i>II. Scope of Work - G. Minimum Qualifications – Page 9 – Paragraph 1-2(a)-(1) - Proposer must have been operating an ambulance transportation service continuously providing ALS emergency services for a minimum of three (3) years in the last five (5) years.”:</i></p> <p>As the County is aware, there have been many mergers and acquisitions in the ambulance industry in the past five years. These transactions can be structured in multiple ways, but one method is an asset sale where all the assets are acquired, and the management and employees are hired. Therefore, the associated operating experience is also absorbed by the new entity. However, the new entity will be rebranded and operating under a different name and operating license. That entity, which would be the bidding organization in DeKalb, cannot show evidence of operating continuously for five years under the current name, but certainly has the credentials and qualifications based on the acquisition that was consummated. How does the County propose that such a bidder demonstrate its credentials to meet the qualifications of the RFP? We suggest that the County accept a detailed explanation of the transaction and the corporate structure of the new entity where the experience and qualifications of the absorbed entities would qualify the bidder.</p>

	Answer:	A detailed explanation of such mergers or changes in corporate structure will be acceptable.
61	Question:	<p><i>II. Scope of Work - G. Minimum Qualifications – Page 9 – Paragraph II.G.1 - Under Minimum Experience, the County requires that a “Proposer must have been providing ambulance transportation services to a population of at least 100,000 for a period of three years in the last five years.”:</i></p> <p>The County has over 750,000 residents. The required qualification of 100,000 is not adequate to insure that the County contracts with a provider that has enough experience serving a large urban market with high demand. Similarly, the language does not require the Proposer to have served a population of at least 100,000 with ALS emergency services so the County will potentially award to a provider who has emergency experience in past few years but to a limited population.</p> <p>Would the County consider changing the requirement to “ALS emergency services to a population of at least 500,000” to better reflect the specifications of this program and to insure that it secures a provider who will successfully be able to meet the service complexities associated with a large 911 service?</p>
	Answer:	The RFP has set the requirement of demonstrating minimum experience at a population of 100,000.
62	Question:	<p><i>II. Scope of Work – Page 10 – Paragraph G-2 Organizational disclosures sub-section c - If proposer does not have a local operation, examples of state licenses, and permits for other operational locations may be substituted to fulfill this requirement.:</i></p> <p>Does this section conflict with Section 7 on page 28 item “I” stating proposer shall provide a copy of its current State of Georgia ambulance license?</p> <p>If we do not currently have a State of Georgia ambulance license are we ineligible from bidding and will we be determined non-qualified?</p>
	Answer:	Delete Paragraph III.B.7.i on Page 28 in its entirety.

63	Question:	<p><i>II. Scope of Work G. Minimum Qualifications – Page 10 – Paragraph II.G.2.f - The County stipulates that Proposer must list its demonstrated experience as a sole provider emergency ambulance services for a specified area.:</i></p> <p>This is not consistent with the <i>Minimum Qualifications</i> outlined in the RFP. There is no requirement indicated in that section that the Proposer must have been a sole provider. Would the County please clarify this apparent conflict in qualifications?</p>
	Answer:	<p>Paragraph III.B.7.g is hereby changed to “Proposer shall describe its experience, capabilities, and other qualifications for providing Advanced Life Support (ALS) level emergency ambulance service as a sole provider.”</p>
64	Question:	<p><i>II. Scope of Work G. Minimum Qualifications – Page 11 – Paragraph II.G.2.h - The County requires that the Proposer include a letter from a government official confirming the past experience providing exclusive emergency ambulance service:</i></p> <p>The very short timeframe between RFP release date and submission due date makes this requirement challenging at best and maybe impossible. Would the County please consider extending the due date to allow Proposers to adequately address a solution to the County’s program complexities and to allow a reasonable timeframe in which to gather the required documentation necessary to submit a proposal? Would the County consider extending the proposal due date by an additional 60 days?</p>
	Answer:	<p>The County requires the Proposer to include a letter from a government official ONLY if they do not “have direct comparable experience in being the sole provider of emergency services and elect(s) to provide evidence of capability in lieu of experience...).”</p>
65	Question:	<p><i>II. Scope of Work – Page 12 – Paragraph H Response sub-section 3 - Contractor arrives on scene with a fully functional and fully staffed ALS or BLS ambulance:</i></p> <p>Can the County provide a summary of the number of calls that were dispatched with an ALS ambulance and the number of calls dispatched with a BLS ambulance?</p>

	Answer:	2017 – 2018 call volumes are:																																
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66	Question:	<p><i>II. Scope of Work H. Response – Page 12 – Paragraph J – Contractor Supervisors:</i></p> <p>If the area is divided up, how many supervisors does the contractor need?</p>																																
	Answer:	The proposer is encouraged to bid on providing service to the entire zone.																																
67	Question:	<p><i>II. Scope of Work H. Response – Page 12 - “Contractor(s) shall have response ready 120% of peak hour ambulances required per EMS RFP.”:</i></p> <p>Please define “response ready.” Does response ready mean all ambulances always contain 100% of the required equipment, e.g. cardiac monitors, portable radios and telephones?</p>																																
	Answer:	The additional 20% “Response Ready” ambulances above the 100% that the system requires are units that can be put into service within one hour if a first-line unit has a mechanical failure or some other failure which prevents it from being in service. Therefore, items which may be transferred between apparatus within the required one hour do not have to be on those units when not in use.																																
68	Question:	<p><i>II. Scope of Work H. Response – Page 12 – Paragraph 6 - Additional response ambulances requested by county:</i></p> <p>What is the current rate paid by the county and frequency of use?</p>																																
	Answer:	The County currently does not pay for additional response ambulances.																																

69	Question:	<p><i>II. Scope of Work H. Response – Page 13 – Paragraph H.6 - Contractor shall provide additional response ambulances, ALS or BLS, if requested by the County and mutually agreed upon by both parties, in order to meet occasional needs. Additional services shall be provided at the hourly rate provided by the contractor(s).:</i></p> <p>Can the County please expand on what type of “occasional” needs would require additional ambulances?</p>
	Answer:	<p>Large scale scheduled public events (e.g. parades, road races, etc.).</p>
70	Question:	<p><i>II. Scope of Work H. Response – Page 13 – Paragraph H.11 - Signed agreement with secondary ambulance service to serve as back-up transport service within 90 days of execution of contract. ...ensure that back-up ambulances, if needed, are provided prior to reaching zero ambulances available.:</i></p> <p>Does such an agreement exist today with current provider? With the addition of the 10 rapid response vehicles to response capabilities, would the county consider waiting to determine if such an agreement is necessary?</p>
	Answer:	<p>Question 1: Yes, the current provider has a secondary ambulance service. Question 2: The Rapid Response Vehicles are not transport vehicles and are dispatched like any other fire apparatus with the intent of getting trained medical personnel on scene as quickly as possible.</p>
71	Question:	<p><i>II. Scope of Work I. Staffing – Page 13 – Paragraph I 1 – Staffing:</i></p> <p>What is the current staffing by category (EMT-B & I, EMT-P, Dispatch) and do they require their dispatchers to be EMD qualified?</p>
	Answer:	<p>We are unclear if the question regarding staffing by category is referring to fire rescue personnel, or the current provider’s personnel. We are unclear on who “they” refers to in the question. All DeKalb County E911 dispatchers working the zone are EMD qualified.</p>

72	Question:	<p><i>II. Scope of Work I. Staffing – Page 13 – Paragraph - II.H.5.c - Contractor will provide addresses of locations to DCFR:</i></p> <p>As it is not reasonable for a non-local proposer to definitively secure real estate before it is awarded a contract, it is unclear if the County is requiring the address(s) to be submitted at the time of responding to this RFP or sometime between contract award and service start date?</p>
	Answer:	<p>Locations will need to be provided after the contract is awarded and are not required before.</p>
73	Question:	<p><i>II. Scope of Work J. Personnel – Page 13 – Paragraph II.J.2 - Contractor shall provide grooming policy to the County for approval:</i></p> <p>It is unclear here (and in many other areas of the RFP) if the County is requiring this policy be included as part of our submission or sometime between contract award and service start date. Would the County please clarify what is being asked here and in the other parts of the RFP where it does not specifically state that it must be part of the submission or as part of the service contract?</p>
	Answer:	<p>The bidder’s grooming policy should be submitted as part of the RFP. Without specific questions, we cannot elaborate on the “other parts of the RFP” to which the question refers.</p> <p>The RFP and the awardee’s entire proposal are incorporated into the contract by reference. See Sample County Contract, Attachments and Appendices, on page 57 of the RFP.</p>
74	Question:	<p><i>II. Scope of Work I. Staffing – Page 14 – Paragraph I3 - Contractor shall have an agent/representative available 24/7:</i></p> <p>Does an on-duty supervisor count for this? If not, would an administrator on call (AOC or AOD) suffice?</p>
	Answer:	<p>Yes, an on-duty supervisor is acceptable.</p>
75	Question:	<p><i>II. Scope of Work I. Staffing – Page 14 – Paragraph 5 - County Fire Station posting:</i></p> <p>Is this current practice of the provider today? Are Fire Stations part of the system status plan?</p>

	Answer:	Some stations are currently used and all are available as part of the dynamic plan.
76	Question:	<p><i>II. Scope of Work J. Personnel – Page 15 – Paragraph J7 – Crew Fatigue:</i></p> <p>What type of Paramedic and EMT shift schedules are currently used by the incumbent provider in providing 911 services?</p>
	Answer:	The current provider manages their shift schedules as they see fit.
77	Question:	<p><i>II. Scope of Work K. Certifications – Page 15 – Paragraph K4 - “all personnel” must have BLS certification by AHA:</i></p> <p>Does this include office staff?</p>
	Answer:	No, this is intended for only response personnel.
78	Question:	<p><i>II. Scope of Work K. Certifications – Page 15 – Point 5 - “Within ten (10) days after the Notice of Award, the Contractor and a representative from DCFR will coordinate and develop a System Status Plan that includes, but is not limited to, the post locations to be used, and the priority of post locations, move-up triggers and criteria.?”:</i></p> <p>This RFP language suggests that DCFR is at risk, along with the Contractor, for response time delays as the result of a faulty System Status Plan (“SSP”). Since DCFR must be consulted in the development of the SSP, will the Contractor be relieved of any damages that result from a failure of the SSP?</p>
	Answer:	DCFR relies on the expertise of the Contractor in development of the System Status Plan. The Contractor will be not be relieved of damages that result from a failure of the SSP.
79	Question:	<p><i>II. Scope of Work J. Personnel – Page 15 – Point 10 - “The County reserves the right to prohibit a specific employee of the Contractor(s) from working on units providing response within DeKalb County Response area.”:</i></p> <p>What are the criteria the County will use to determine if a Contractor’s employee will be prohibited from working on units providing response within the DeKalb County Response Area?</p>

	Answer:	While DCFR cannot dictate Human Resources decisions for the Contractor regarding termination of an employee, but DCFR reserves the right to prohibit a Contractor’s employee from working on any unit serving DeKalb County citizens if DCFR believes it has cause. The criteria used is the discretion of the Fire Chief or his designee.
80	Question:	<p><i>II. Scope of Work K. Certifications – Page 15 – Point 1 - “Contractor(s) shall ensure that all drivers of vehicles have an appropriate and valid state issued driver’s license for a minimum period of two (2) years.”:</i></p> <p>Must the driver have held a Georgia driver’s license for two (2) years or must the driver be a licensed driver for two (2) years regardless of the issuing state?</p>
	Answer:	As stated in the RFP: “valid state issued driver’s license.” DCFR does not prohibit persons who live somewhere else than Georgia, from working for a Contractor.
81	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 16 – Paragraph #7 - The County must be notified immediately whenever a motor vehicle accident involving a Contractor(s) operated ambulance has occurred.:</i></p> <p>Is there a detailed definition of a “motor vehicle accident” the county uses for reporting purposes? For example, does it have to meet specified criteria: Over a certain dollar amount, involving another vehicle, being towed from the scene, “mirror taps” etc.? Does the county require these reports to be submitted in a specific manner or media (phone call, email, form, etc.)</p>
	Answer:	<p>Questions 1 and 2: A motor vehicle accident is defined when a vehicle collides with another vehicle, pedestrian, animal, road debris or other stationary obstruction, such as but not limited to a tree, pole or building. Question 3: Contact shall be made by email. In addition to this email the County shall be notified via phone call in any event that there are injuries to the contractor’s personnel, DCFR personnel, the patient or a citizen where transport for evaluation is needed.</p>

82	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 16 – Paragraph #8 - Contractor shall notify the County in writing within four (4) hours of any and all, accidents, injuries, complaints or mechanical difficulties, or other matters warranting notice, with regard to services provided under the Contract.:</i></p> <p>Are there detailed definitions of the categories that the county uses for reporting purposes? For example: OSHA recording criteria, first aid injuries, patient injuries, etc. Does the county require these reports to be submitted in a specific manner or media (phone call, email, form, etc.)</p>
	Answer:	<p>Question 1: A motor vehicle accident is defined when a vehicle collides with another vehicle, pedestrian, animal, road debris or other stationary obstruction, such as but not limited to a tree, pole or building. Mechanical difficulties are those issues that take the unit out of service and decreases the number of units readily available for a call. Question 2: Contact shall be made by email. In addition to this email the County shall be notified via phone call in any event that there are injuries to the contractor’s personnel, DCFR personnel, the patient or a citizen where transport for evaluation is needed.</p>
83	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 16 – Paragraph L.2 – Quality Improvement Plan:</i></p> <p>Is there a current EMS QI plan that the County can share?</p>
	Answer:	No.
84	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 16 – Paragraph 1 - Contractor(s) shall use an electronic based patient care reporting system (ePCR) that is Georgia Emergency Medical Services Information System (GEMSIS) compliant.:</i></p> <p>What ePCR system is currently being used by the current contractor? What ePCR system is used by DCFR?</p>
	Answer:	<p>Question 2: DCFR uses Image Trend. Question 1: The Current provider uses one they created that they have been approved to use. Please follow the link for the approved Compliant Software for EMS Agencies: https://nemsis.org/technical-resources/version-3/v3-compliant-software-and-compliance-testing-status/</p>

85	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 16 – Paragraph 6 – Submit daily roster:</i></p> <p>What is the preferred method of submission?</p>
	Answer:	<p>Email is the preferred method.</p>
86	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 16 – Paragraph II.L.4 - Within ten business days of the award of the contract, Contractor shall provide a list of staff along with their certification numbers.:</i></p> <p>What is meant by staff in this requirement? Management? Everyone?</p> <p>Again, if the requirement is everyone then unless a Proposer has staff sitting around waiting for this award, it is not possible to hire the entire staff within ten days of award. Would the County consider extending the timeline for this requirement? Would the County consider extending this deadline at least 60 days in order to meet this requirement?</p>
	Answer:	<p>The requirement is for a list of current staff to be provided within ten business days. If staff are hired after that deadline, the Contractor is expected to report those individuals as they are hired.</p>
87	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 17 – Paragraph 14 – Monthly Report – Contractor(s) shall submit monthly reports, in a spreadsheet format, to the County/DCFR Representative including, but not limited to:</i></p> <p>Will the County provide a data export from the Central Square CAD to meet the reporting criteria of this contract?</p>
	Answer:	<p>DeKalb County will provide the necessary data in order for the contractor to meet the reporting criteria of the contract. See Question 94 for potential options for providing the data.</p>
88	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 17 – Paragraph 14 – Reporting:</i></p> <p>Can the county provide a list of data fields that will be provided from the CentralSquare CAD?</p>

	Answer:	There are thousands of data fields in the Central Square CAD. The County will provide the fields necessary for the contractor to meet the reporting criteria of the contract.
89	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 17 – Paragraph II.L.14 - , as well as individual reports using current geographic municipal boundaries for each City inside the County:</i></p> <p>Would the County please provide a list of the cities that need to be included in this requirement, so the Proposer can be sure to accurately assess number of reports and the associated workload?</p>
	Answer:	The monthly report must reflect the county as a whole, and also represent the 13 incorporated municipalities of DeKalb County separately, as well as unincorporated DeKalb County as separate areas.
90	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 18 – Paragraph M.11 - All ambulances shall have current and complete Map books...:</i></p> <p>Based on the anticipated growth in DeKalb County and to provide the ability for real-time changes to maps, would the County consider allowing electronic mapping on a separate computer other than the one mounted for GPS?</p>
	Answer:	Yes.
91	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 18 – Paragraph L16 – Monthly financial report:</i></p> <p>How often should we expect the county to request a financial report? The RFP says monthly “if requested”. When was the last time they requested a report from AMR? What has been the frequency of these requests to date?</p>
	Answer:	Question 1: The Proposer should anticipate monthly requests. Question 2 and 3: DCFR is unable to discuss the current contractor’s performance in this area.
92	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 18 – Paragraph M2 - Supervisory staff shall not be used as primary ambulance staff on calls:</i></p> <p>Does this prohibit a supervisor from working an extra/overtime shift on an ambulance?</p>

	Answer:	No. The intent is to ensure that the Contractor does not routinely have an ALS supervisor responding to an ALS call with a BLS unit. Supervisors should be limited to performing in a supervisory role except in the most extreme situations.
93	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 18 – Paragraph M6 - Mechanical failure, 60 min turnaround:</i></p> <p>How will this be tracked and by whom?</p>
	Answer:	Mechanical failures of the Contractor’s fleet which impact service to the zone will be monitored by the Contractor and the County.
94	Question:	<p><i>II. Scope of Work L. Reports/Reporting – Page 18 – Paragraph 17 - Contractor shall provide raw incident response data for any report submitted:</i></p> <p>Will the Contractor have access to CAD data or does the County provide the data?</p>
	Answer:	<p>The County will provide access to CAD data through one of several options to be determined in conjunction with the contractor(s) that are awarded the contract. Some of those options are as follows:</p> <ol style="list-style-type: none"> 1. CAD to CAD data transfer established at the expense of the contractor. 2. Direct access to the data via a replicated server. 3. A data export provided in set increments by the County.
95	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 19 – Paragraph M.12 - Radio Frequency Identification on ambulances:</i></p> <p>Can the County please describe this system and what type of properties require this for access?</p>

	Answer:	<p>RFID means radio frequency identification and, for the purpose of this section, refers to a mode of access to open a gate in a gated community utilizing radio frequency waves to activate the gate's locking mechanism and opening the gate. Currently the properties that require this access are situated within the City limits of Dunwoody.</p> <p>Per Dunwoody Code of Ordinance, Ch. 8, Sec. 8-90. (b) Each new or existing gated development, access to which is limited by security gate(s) which are unmanned or otherwise not physically attended by a person on a 24-hour basis shall be required to install an RFID/SOS gate access system on each roadway entrance gate to allow for silent radio frequency or siren-activated access by emergency vehicles. This requirement shall apply to all such gates that exist or are installed as part of the gated development, whether leading outside the development or internal to the development.</p>
96	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 19 – Paragraph M.19 & 20 - Two portable radios and telephone are required per unit. A 25% cache of reserve is to be maintained.</i></p> <p><i>Each staff person should have their own radio. The county plans to notify contractor of pending calls and dispatch via the existing DeKalb County radio system.:</i></p> <p>Is there current infrastructure in place that allows for paging of crews for 911 call response alerts?</p>
	Answer:	No.
97	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 19 – Paragraph 12 - Contractor shall ensure that all ambulances shall have Radio-Frequency Identification (RFID) gate access equipment installed to access properties utilizing RFID technology within un-incorporated DeKalb County as well as municipalities. RFID equipment will need to be approved by the County.:</i></p> <p>What brand and model number of the RFID system is currently being used and accepted by the County?</p>
	Answer:	<p>The current RFID technology being used in DeKalb County is within the City limits of Dunwoody. They are currently utilizing:</p> <p>Brand: Siren Operated Sensor Sensor Model: SOS-SL Tag Model: T-8000 Tag Adhesive Pad: MT80</p>

98	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 19 – Paragraph 19 - Contractor(s) shall purchase their own radios to be programmed by the County personnel.:</i></p> <p>What will be the cost of programming the radios by County personnel?</p>
	Answer:	<p>DeKalb County Fire Rescue Support Services Division will oversee radio programming and management through the Mobile Communications Office in Tucker, GA. All associated costs to program radios will be the responsibility of the contractor. The cost of programming radios will be \$100.00 per radio per programming.</p>
99	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 19 – Point 19 - Contractor(s) shall purchase their own radios to be programmed by County personnel. Two (2) portable radios and a telephone are required per unit. A 25% cache of reserve radios and telephones is to be maintained:</i></p> <p>Will the County charge the Contractor for programming the radios and if so what are the fees?</p> <p>Please clarify the 25% cache reserve of radio and telephone requirement. Does this mean if the Contractor has 48 ambulances in its fleet (peak deployment of 40 units) that all 48 ambulances have two portable radios and telephone assigned to each of the 48 ambulances totaling 96 radios plus an additional 25% or addition 24 radios and phones in reserve?</p>
	Answer:	<p>Question 1: All radio programming shall be handled by the Mobile Communications Office located at 2241 Tucker Industrial Road, Tucker, GA 30084. The fees to program radios are currently \$100.00 for mobile radios and \$100.00 for portable radios.</p> <p>Question 2: The 25% cache of reserve radios and phones will be defined as the number of radios / phones required for in-service use multiplied by 1.25. Example: 40 units in-service requires 40 phones and 80 radios for the shift. The expected cache for phones is 10 reserve phones for a total of 50 phones. The expected cache for radios is 20 reserve radios for a total of 100.</p>

100	Question:	<p><i>II. Scope of Work N. Penalties for Substandard Performance – Page 20 – Paragraph N.1.(a) - Contractor cannot provide the requested supplemental unit hours- Contractor may be penalized for every whole hour they are not able to provide the number of requested unit hours (to county or any municipality through enhancement of service, at a rate of one and half times the unit hour cost.:</i></p> <p>Are supplemental unit hours purchased by the County or other municipalities subject to fines / penalties if the contractor fails to meet the additional number of unit hours requested?</p>
	Answer:	Yes, as outlined in the RFP.
101	Question:	<p><i>II. Scope of Work M. Equipment/Vehicles – Page 20 – Paragraph 21 d) - The Contractor(s) shall be solely responsible for the cost of Contractor(s) 's communication equipment. Contactor(s) shall:</i></p> <p><i>d) Fund CAD Mobile licenses for each unit.:</i></p> <p>What is the CAD Mobile License cost per unit?</p>
	Answer:	\$800.00.
102	Question:	<p><i>II. Scope of Work N. Penalties for Substandard Performance – Page 20 – Paragraph - II.N.1.a - Penalties for not providing Requested Supplemental Unit Hours:</i></p> <p>The County has stipulated that Supplemental Hours can be requested by either County or a City within the county and are to be billed at the rate quoted by the Proposer in the RFP.</p> <p>If the requested hours only utilize a portion of that ambulance’s capacity, the Provider will be forced to either pay Overtime or absorb the cost of the underutilized capacity. In either case, if this situation occurs frequently and the Provider cannot charge appropriately for this supplemental service the program may become unviable.</p> <p>Would the County consider having the Proposers quote a separate rate for Supplemental hours or propose an alternative way to be compensated?</p>
	Answer:	The Hourly Rate is for Supplemental Services only. See the revised Cost Proposal Form in the advertisement grid entitled 19-500511 Addendum 3 Cost Proposal Form (Revised April 19, 2019).

103	Question:	<p><i>II. Scope of Work O. Other – Page 23 – Point 3 - Contractor shall obtain the appropriate and necessary authorization from the state of Georgia Department of Medical Assistance, the ... HCFA in order to obtain Medicare/Medicaid reimbursement for Medicare/Medicaid patients transported under the contract. Within ten (10) days after Notice of Award, said authorization shall be provided.:</i></p> <p>Qualified Proposers not currently providing services in Georgia likely cannot meet this requirement thus excluding otherwise qualified bidders from the process. For example, Medicare provides a site visit to ensure an applicant is in business and performing services. Please consider revising this requirement by eliminating “[w]ithin ten (10) business days after Notice of Award, said authorization shall be provided.</p>
	Answer:	<p>Paragraph II.O.3 – Delete “Within ten (10) days after Notice of Award, said authorization shall be provided.”</p>
104	Question:	<p><i>III. Proposal Format B. Technical Proposal – Page 27 – Paragraph 6.f - Proposer shall identify "full-time" and "part-time" personnel.:</i></p> <p>What is the County specifically asking for in this section?</p>
	Answer:	<p>The Proposer shall identify which personnel associated with fulfilling the requirements of serving DeKalb County are full-time employees and which personnel are part-time.</p>
105	Question:	<p><i>III. Proposal Format B. Technical Proposal – Page 27 – Paragraph 6.g – Turnover rates:</i></p> <p>Is the County looking for the proposer’s current turnover rates?</p>
	Answer:	<p>Yes.</p>

106	Question:	<p><i>III. Proposal Format B. Technical Proposal – Page 28 – Paragraph 6.g - Proposer shall provide a copy of its current State of Georgia ambulance license and most recent inspection report.:</i></p> <p>Earlier in the RFP, the County acknowledged and provided guidance to Proposers who are not presently doing business in the State of Georgia. In this circumstance, the Proposer would not yet have a Georgia ambulance license or inspection report to provide as part of the submission. This requirement inherently favors those proposers already doing business in Georgia although that is not stipulated as an objective of this RFP. Would the County consider removing this requirement as an item to be included in the submission but instead make it an obvious requirement prior to the Provider beginning service?</p>
	Answer:	Delete Paragraph III.B.7.i on Page 28 in its entirety
107	Question:	Will you please provide the target date for a full transition to be completed after execution of the awarded contract?
	Answer:	As stated in the RFP: “Contractor shall submit a transition plan within ten (10) days of Notice of Award, and County shall approve the transition plan within five (5) business days of receipt.”
108	Question:	Will you please list all cost/fees, excluding penalties, that the Contractor will be charged for by the County on a regular basis? If any, please describe how those fees will be calculated.
	Answer:	We do not anticipate any cost/fees that the Contractor will be charged by the county on a regular basis.
109	Question:	Will you please provide a hospital destination report for all transports provided in DeKalb for 2018?
	Answer:	No.
110	Question:	Will you please provide a listing of call data for 2018 including the latitude and longitude for each call?
	Answer:	Some data will be provided as noted in an earlier question, however longitude and latitude will not be provided.

111	Question:	Will you please identify the Brand of RFID equipment currently utilized by DeKalb County Public Safety?
	Answer:	The current RFID technology being used in DeKalb County is within the City limits of Dunwoody. They are currently utilizing: Brand: Siren Operated Sensor Sensor Model: SOS-SL Tag Model: T-8000 Tag Adhesive Pad: MT80
112	Question:	The RFP ask that at least 20% of the total value of the contract award be performed by an LSBE participants to earn 10 additional points on the proposal scoring. With no monetary award being provided for this contact in form of a subsidy, what is the value of the contract, for purposes of establishing a minimum 20% LSBE participation?
	Answer:	To qualify for incentives under the DeKalb First Ordinance, a prime contractor shall be a certified LSBE or submit written documentation showing that at least twenty percent (20%) of the total contract award will be performed by a LSBE(s) unless the prime contractor can demonstrate sufficient good faith efforts as set forth in the RFP and as detailed on the Checklist for Good Faith Efforts. The Proposer should determine the contract value based upon Proposer's analysis of all requirements and data provided in the RFP and addenda.
113	Question:	How many DeKalb 911 Dispatchers will be dedicated to managing the approved SSM plan for the Contractor?
	Answer:	Two dispatchers monitor system status for DCFR.
114	Question:	Will response penalties be waived when the error occurs at DeKalb 911 call intake or dispatch resulting in an incorrect address or the wrong unit being sent?
	Answer:	Yes, as detailed in the RFP Paragraph II.N.2.
115	Question:	Will you please clarify when "Clock Start" occurs? Does it occur when the unit is notified via CAD to MDT or in conjunction with CAD to MDT a voice/radio dispatch?

	Answer:	As stated in the RFP: “All response times, measured in seconds and not whole minutes, shall be calculated starting at the moment the Contractor’s unit receives the dispatch via notification by the CAD until the time the Contractor arrives on scene with a fully functional and fully staffed Advanced Life Support (ALS) or Basic Life Support (BLS) ambulance as first noted in the CAD by automatic entry (Geolocation). In the absence of Geolocation, either by manual entry by E911 personnel, or manual entry by ambulance personnel.”
116	Question:	Will there be a committee or a single person that determines if a specific employee of the contractor is prohibited from working on units in DeKalb County?
	Answer:	While DCFR cannot dictate Human Resources decisions for the Contractor regarding termination of an employee, DCFR reserves the right to prohibit a Contractor’s employee from working on any unit serving DeKalb County citizens if DCFR believes it has cause. The criteria used is the discretion of the Fire Chief or his designee.
117	Question:	If a contractor employee is prohibited, is there a process in place for the contractor employee to appeal the decision before the county?
	Answer:	No.
118	Question:	Can you provide criteria that would prohibit a contractor employee from working on an ambulance assigned to DeKalb 911?
	Answer:	While DCFR cannot dictate Human Resources decisions for the Contractor regarding termination of an employee, DCFR reserves the right to prohibit a Contractor’s employee from working on any unit serving DeKalb County citizens if DCFR believes it has cause. The criteria used is the discretion of the Fire Chief or his designee.
119	Question:	Will you please provide the name and contact information for the current DeKalb Medical Director?
	Answer:	The current Medical Director for DCFR is Dr. Patrick O’Neal. Bidders shall not contact Dr. O’Neal for purposes of responding to this RFP. Discovery of attempts to obtain information outside of the sealed bid procedures stated in the RFP will result in the submitted proposal being deemed disqualified and it will not be considered for award.

120	Question:	Will you please provide the stations at which the DeKalb Rapid Response Vehicles will be posted?
	Answer:	DeKalb County Fire Rescue has purchased and committed to staff 10 Rapid Response Vehicles. The intent of this program is to meet the call demands of the system. Although these units will be assigned to individual stations, it is our intent to maintain a dynamic system that will allow us to move these units based on data, among the 26 DeKalb Fire Rescue Stations.
121	Question:	Will DeKalb County Fire Stations be available to house two Contractor crewmembers working 24 hour shifts?
	Answer:	All DCFR stations are potential posting locations, however there are no accommodations for the contractor's crew. Yes, there are opportunities to rent space for EMS personnel.
122	Question:	Will a link from DeKalb 911 CAD to contractors CAD be provided to allow contractor to monitor ambulance deployment and personnel? And to create dispatch reports? pg 12 Question 4
	Answer:	A CAD to CAD interface can be developed between Dekalb 911's CAD and the contractor's CAD. The cost of development of this interface will be the responsibility of the contractor.
123	Question:	Will you please state specifically what role the Contractor has in the DeKalb County Disaster Response Plan? (i.e., triage, staging, transport...) pg 13 # 9
	Answer:	Item #9 on page 13 speaks directly to the Contractor's internal disaster and emergency operations plan. That plan must be submitted and agreed upon by DeKalb County Fire Rescue. If the question is directed towards operating within our Disaster Response Plan, then the contractor's involvement would be to assist the mitigation of any disaster in the area of emergency response transport to include items such as triage, staging and transport.
124	Question:	The RFP states the Contractor shall have an agreement with a Backup Ambulance Provider within 90 day of execution of the contract. Does the backup ambulance provider have to meet the same minimum qualifications as the Primary contractor? (Population Served Requirement, Clinical Experience, Operational Experience, Verified Response Time Performance etc.) Page 13 H #11

	Answer:	The back-up ambulance provider does not have to meet the same minimum qualifications, however, the back-up ambulance provider is subject to all response requirements of the RFP.
125	Question:	If all ALS units are on calls and a BLS unit assigned to DeKalb Operations is available and closest to the scene for an ALS Emergency, will the BLS unit be dispatched along with DeKalb Fire Rescue First Response? Will arrival of the BLS unit stop the response clock on the 911 call?
	Answer:	Question 1: No. Question 2: No.
126	Question:	On Page 15 #8, will you please confirm the Contractor shall only be required for testing of contactors personnel and that the contractor shall not be responsible for testing county employees?
	Answer:	Correct, the Contractor is only responsible for testing their own personnel.
127	Question:	Will the required RFID equipment be provided to the contracted ambulance provider by the County or a municipality thereof at no cost to the provider?
	Answer:	The RFID equipment will not be provided by DeKalb County or any Municipality utilizing that technology.
128	Question:	In regards to Section I. A. Dual Response System and Rapid Response Vehicles: - This section makes note of two ALS transport units (with statements made by DCFR officers as well as job posts indicating there are more DCFR ALS transport units to come). It is known that ambulance service providers obtain revenue from a variety of sources, including Medicare, Medicaid and Commercial insurance, with uninsured patients making up a large portion of written-off accounts (as noted in C. EMS Statistics). What measures can Dekalb County put in place to guard against DCFR transport units being dispatched to areas with more favorable payer mixes over the Contractor? If the DCFR transport units are to be stationed in static areas (fire stations or posted according to battalions), how do the payer mixes of the area compare to the county as a whole?
	Answer:	DCFR ambulances are dispatched according to call acuity and AVL data. The DCFR ambulances are based out of two fire stations (addresses detailed in an earlier answer.)

129	Question:	<p>In regards to Section II. H. Response, number 10:</p> <ul style="list-style-type: none"> - Considering that the RFP is in regards to emergency ambulance service, which primarily consists of serving medical needs of the people of Dekalb County, it seems inappropriate that the "scene control" of a medical emergency be managed by anyone other than the most medically qualified person on scene. Does this mean that if there is a disagreement in the direction of medical care, that the highest ranking fire department officer, regardless of medical qualifications, will then assume responsibility of the patient until the call is complete? Further, please define "scene control" and the parameters of the "scene".
	Answer:	<p>Scene control refers to the overall management of the scene with regard to safety of personnel, communication with radio, and the coordination and assignment of personnel and resources on the scene. The care of any patient will be at the direction of the highest medically qualified person on scene. In the rare instance where the highest medically qualified person on scene is a DCFR personnel and they cannot hand off the patient to the Contractor's personnel, they will accompany the unit to the transport facility. This should in no way be interpreted by the Proposer to mean that Proposer does not need to hire paramedic personnel because DCFR will provide.</p>
130	Question:	<p>In regards to Section II. H. Response, number 11:</p> <ul style="list-style-type: none"> - As the back-up transport service is to be used prior to reaching 0 ambulances, this language appears to describe a mutual aid agreement. What processes does Dekalb County have in place to ensure that the back-up transport service is utilized when necessary? Is the back-up transport service activated by the Contractor or by another agency of Dekalb County? The back-up transport service will most likely be another ambulance service with it's own obligations, what are the consequences or penalties for the Contractor if the back-up ambulance service is unable to provide enough additional units when needed?
	Answer:	<p>It is the contractor's responsibility to maintain the agreement with the back-up transport service. The contractor should be able to monitor the number of units available in the system at any time. The back-up service is activated by the contractor. The inability of a back-up provider to supplement the contractor's service requirements will not release the contractor from the requirements of this RFP including response times and subsequent penalties, unless one of the previously listed exceptions is in effect.</p>
131	Question:	<p>Please provide shape files for the county limits, county response time zones and the fire stations and territories.</p>

	Answer:	Shape Files are in the advertisement grid entitled 19-500511 Addendum 3 Shape Files. If you cannot access the Shape Files, please contact Cathryn Horner at 404-371-6334 or cghorner@dekalbcountyga.gov .
132	Question:	<i>Page 4 – Supplemental Services – Paragraph 1:</i> Can supplemental hours only be purchased by the city from the contractor selected by the county through this bid process?
	Answer:	Yes.
133	Question:	<i>Page 4 – Supplemental Services – Paragraph 1:</i> If supplemental hours are purchased by a city, will the invoices be submitted to and paid directly by the city or will the payment be passed through the county?
	Answer:	The purchase of supplemental unit hours or service will be via order from DeKalb County to the provider based on the hourly rate quoted by the provider in the proposal.
134	Question:	<i>Page 4 – Supplemental Services – Paragraph 1:</i> We have become aware of a memorandum of understanding with the City of Dunwoody that the current contract has been operating under for several months. Will all contractors be asked to operate under this MOU or will the City of Dunwoody need to renegotiate the MOU under the supplemental unit hour requirements in the RFP? If this MOU is outside of this RFP process, it provides an unfair advantage to the incumbent provider.
	Answer:	The MOU with Dunwoody is a separate legally binding agreement between the City of Dunwoody and DeKalb County. The RFP nor any contract that rises from the RFP will impact the existing MOU. The MOU is effective through October 30, 2019 and automatically renewed for successive annual terms.”
135	Question:	<i>Page 7 – Scope of Work – Paragraph E:</i> If a subsidy is contemplated by the prospective bidder, there is currently not a place on the Cost Proposal (Attachment A) and no modifications are allowed to the form. Please clarify how the bidder should submit any proposed subsidy, as well as the unit hour costs and user fee schedule.

	Answer:	This service will not be supported with a subsidy; therefore, this was not included on the Cost Proposal Form. Should Proposer desire to make Proposer's offer conditional on receipt of a subsidy, Proposer shall provide the information on a separate sheet as an addendum to be included in the Cost Proposal. The County will not consider a conditional offer for award.
136	Question:	<i>Page 9 – I. Minimum Experience – Paragraph 2:</i> Please confirm that the backup provider is required to adhere to all standards in the RFP. Does this extend to the requirement to have experience providing transportation services to a population of at least 100,000 for a period of three years?
	Answer:	The back-up ambulance provider does not have to meet the same minimum qualifications, however, the back-up ambulance provider is subject to all response requirements of the RFP.
137	Question:	<i>Page 13 – H. Response, 11 – Paragraph 11:</i> Can the contractor execute a back-up transport service agreement with a company operating in the area with separate management structure and resources but shares a parent company?
	Answer:	Yes, as described in the question, this would be acceptable.
138	Question:	<i>Page 35 – VI. Award of Contract:</i> How much time will be allotted from the signing of the final contract and the expected date of implementation? Given the scope of this contract 90 days or greater would be expected. (NOTE: many ambulance chassis are in scarce supply so part of the lead time is needed to build ambulances.)
	Answer:	As stated in the RFP: "Contractor shall submit a transition plan within ten (10) days of Notice of Award, and County shall approve the transition plan within five (5) business days of receipt."
139	Question:	<i>Page 5 – Health Insurance Coverage:</i> Please provide the name of the consultant that prepared the payer mix information. Would prospective bidders be able to contact them to ask questions on how this information was collected and presented? If so, please provide contact information.

	Answer:	Proposers should not be contacting anyone other than P&C. Discovery of attempts to obtain information outside of the sealed bid procedures stated in the RFP will result in the submitted proposal being deemed disqualified and it will not be considered for award.
140	Question:	<p><i>Page 33 – First Source Jobs Ordinance – Paragraph 2:</i></p> <p>Are EMTs and paramedics currently working in the system registered with the Dekalb County Worksource program? If they are not currently, will they be required to register with the Worksource program to ease the transition between contractors and ensure that local employees receive priority hiring?</p>
	Answer:	<p>As of this writing, WorkSource DeKalb does not have any EMTs or paramedics on its registry. There is one student currently in pursuit of certification.</p> <p>Any current employee impacted by the loss of the AMR contact can be served as a Dislocated Worker. Once the AMR employees are enrolled into the WorkSource DeKalb services as a participant, we can provide the following services:</p> <ul style="list-style-type: none"> • Direct Placement • Occupational Skills Training <p>Any former employee of AMR that is registered with WorkSource DeKalb would be eligible for an interview with the new vendor under the First Source Ordinance for RFP 19-500511 for Emergency Ambulance Service Provider for DeKalb County, Georgia. Our Business Solutions team can assist the new vendor with prescreening these applicants. Any former AMR not selected by the new vendor will be eligible for WorkSource DeKalb services. These former employees can enroll into training as a Paramedic or other allied health related program. As well as, we will continue to work with the individual with direct placement through our services and Georgia Department of Labor services.</p>
141	Question:	<p><i>Dual Response system and Rapid response vehicles – Page 4:</i></p> <p>What impact on historical call volume for the contractor does the County anticipate their implementation of rapid response vehicles will have (will these rapid response units perform transports)?</p>

	Answer:	The Rapid Response Vehicles do not transport and are dispatched like fire suppression units. They have no impact on the projected call volume for the Contractor.
142	Question:	<i>EMS Statistics – Page 6:</i> The County quotes daily projected daily unit hours at 717 hours. Can the County provide greater detail on how they are deriving that number and whether 717 daily unit hours are a required minimum level? Is 717 daily unit hours what the County projects as needed to meet RFP response times?
	Answer:	As calculated from available data, the current provider is averaging 717 hours a day. It is the responsibility of the bidder to project the required daily unit hours needed for their service to meet the RFP response times.
143	Question:	<i>Required Documents checklist – Page 7:</i> If the County opts to award the contract to multiple providers, can the County provide detail as to how the contract would be shared (would the physical County be broken into service areas for each contractor or would the agreements be a primary vs secondary contractor arrangement)?
	Answer:	The proposer is encouraged to bid on providing service to the entire zone. As stated in the RFP on Page 7: “F. The County reserves the right to make one (1) award or multiple awards. G. The County reserves the right to divide the response zone into smaller service areas to enhance service efficiency.”
144	Question:	What is the anticipated start date for the RFP given the scope of these services?
	Answer:	The County anticipates the award date to be early summer. The start date will be within ten days of acknowledgement of receipt of Notice to Proceed.
145	Question:	<i>B. Technical Proposal #3 – Page 25:</i> Can the County please clarify that all proposer shall provide a narrative with all the information requested in Section II G Minimum Qualification instead of Section II F.
	Answer:	The proposer needs to follow all directions under Section II F, that should include the minimum qualifications as outlined in section G.

146	Question:	<i>B. Submittal Instruction – Page 25:</i> Should the proposer also include 7 hard copies of the proposal in addition to the 7-compact disk or flash drives?
	Answer:	No. Proposers are required to submit one (1) original Technical Proposal stamped “Original” in hard copy.
147	Question:	Will the County allow for other exemptions to the response time calculations that are outside the control of the contractor and not mentioned in the existing list?
	Answer:	As stated in the RFP: “At the County’s sole discretion, response time requirements, as outlined in this agreement, may be suspended or altered for an appropriate period of time by the Director of Public Safety, or the Director’s designee, due to a variety of exceptions, which include, but are not limited to...” This verbiage allows for, at the County’s discretion, exceptions that are not listed in the RFP.
148	Question:	What are the provisions for response time exemptions in cases where the County dispatch service does not follow the deployment plan?
	Answer:	As stated in the RFP: “At the County’s sole discretion, response time requirements, as outlined in this agreement, may be suspended or altered for an appropriate period of time by the Director of Public Safety, or the Director’s designee, due to a variety of exceptions, which include, but are not limited to...” This verbiage allows for, at the County’s discretion, exceptions that are not listed in the RFP.
149	Question:	Considering the chronic problem of hospital delays (aka ‘wall time’), does the county anticipate exemptions to response times where planned resources are not released for service?
	Answer:	“Wall time” should be considered in the Proposer’s bid as a component of the EMS system, and the amount of units necessary for the proposer to meet the requirements of the contract will have to anticipate hospital delays, as they are an expected occurrence at this point in time. Delays caused at hospitals will not be considered an exemption from the response requirements of this contract.
150	Question:	How will billing and reimbursement occur for unit hours purchased by municipalities?

	Answer:	The purchase of supplemental unit hours or service will be via order from DeKalb County to the provider based on the hourly rate quoted by the provider in the proposal.
151	Question:	<p><i>Page 13 – Item H 11 - Contractor shall have a signed agreement with a secondary ambulance service to serve as a back-up transport service within ninety (90) days of execution of the contract. This agreement shall have sufficient language to ensure that back-up ambulances, if needed, are provided prior to reaching zero (0) ambulances available.:</i></p> <p>a. Will the provider be held responsible for other agencies call volume and inability to assist before reaching a level zero? b. Is there a time limit on reaching level zero?</p>
	Answer:	The Contractor must manage the zone and their agreement with their back-up ambulance provider in order to avoid penalties.
152	Question:	<p><i>Page 14 – Item J.4 - Contractor(s) shall make each employee aware of his/her responsibility to consent to the release of information between the County and the Contractor(s).:</i></p> <p>With the request for employees to consent to release of information; what information would Contractor be asked to provide in this regard?</p>
	Answer:	Full name, level of licensure, license number, expiration date as well as other certifications held (BLS, ACLS and expiration dates).
153	Question:	<p><i>Page 15 – Item J.10 - The County reserves the right to prohibit a specific employee of the Contractor(s) from working on units providing response within the DeKalb County response area.:</i></p> <p>In regard to County reserving the right to prohibit a specific employee of Contractor from working on units providing response; what types of offenses would apply to this, and would the determination be made based upon the Contractor's policies?</p>
	Answer:	While DCFR cannot dictate Human Resources decisions for the Contractor regarding termination of an employee, DCFR reserves the right to prohibit a Contractor's employee from working on any unit serving DeKalb County citizens if DCFR believes it has cause. The criteria used is the discretion of the Fire Chief or his designee.

154	Question:	<p><i>Page 15 – Item K.1 - Contractor(s) shall ensure that all drivers of vehicles have an appropriate, current and valid state issued driver’s license and have held that driver’s license for a minimum period of two (2) years.:</i></p> <p>With the requirement of a state issued driver's license held for a minimum of two (2) years; does this requirement include a driver's license issued by any state, with a Georgia license upon hire?</p>
	Answer:	<p>As stated in the RFP, the Contractor’s personnel are required to have a state issued driver’s license. There is not requirement for that license be issued by the State of Georgia.</p>
155	Question:	<p><i>Page 16 – Item L.4 - Within ten (10) business day of the award of the contract, Contractor shall provide a list of staff along with their certification numbers. List shall be kept current and up-to-date during the term of the contract and provided to DCFR quarterly or as requested.:</i></p> <p>For clarification concerning the list of staff to be provided within ten (10) business days of the award of the contract; will a report of all current, active employees that service Atlanta, to include certification numbers, constitute what is initially needed?</p>
	Answer:	<p>Yes.</p>
156	Question:	<p>Does the DeKalb County emergency dispatch center employ a language translation service in continual operation?</p>
	Answer:	<p>Yes.</p>
157	Question:	<p>Are all call taking employees of the DeKalb County dispatch center certified in EMD by the International Academy of Emergency Dispatch (IAED)?</p>
	Answer:	<p>Yes.</p>
158	Question:	<p>Payer Mix:</p> <ul style="list-style-type: none"> a. Medicaid is noted in RFP at 22%, does that include both regular Medicaid and HMO Medicaid? b. Medicare is noted in RFP at 29%, is that number inclusive of regular Medicare and HMO Medicare?
	Answer:	<p>Yes, the percentages used include HMO Medicaid and Medicare.</p>

- C. It is the responsibility of each proposer to ensure that he is aware of all addenda issued under this RFP. It is mandatory that Proposer sign and return this addendum with Proposer's Technical Proposal. You may call Cathryn Horner, Procurement Manager – Team A, at 404-371-6334 before the bids are due to confirm the number of addenda issued.
- D. All other conditions remain in full force and effect.

Cathryn Horner
Procurement Manager – Team A
Department of Purchasing and Contracting

ACKNOWLEDGMENT

Date: _____

The above Addendum is hereby acknowledged:

(NAME OF PROPOSER)

(Signature)

(Title)