



Lassen County Request for Proposals

Highlights

Nor-Cal EMS established an Ambulance Exclusive Operating Area (EOA) to ensure reliable, efficient, and equitable emergency services.

Based on an in depth Lassen County EMS system assessment and stakeholder input, a Request for Proposals (RFP) document has been developed to solicit proposals from qualified ambulance providers.

Process:

- Following this Board presentation, the RFP will go to the State EMS Authority for review and approval.
- Nor-Cal EMS will:
 - publish the RFP and will provide the procurement process to include selection of the highest scoring proposer, and.
 - negotiate a high performance contract for a period of five years with a five year extension based on Contractor's performance.
- The current contract with SEMSA expires July 1, 2025, and may need to be extended to allow time for a new provider to prepare for startup of operations.

RFP Highlights:

- Established minimum qualifications, scope of work, and insurance requirements.
 - Five years continuously engaged in 911 ALS transport.
 - Financial strength through demonstrating audited financial statements for the past five years.
 - Agree to a performance bond or an irrevocable Letter of Credit in the amount of \$500,000.
 - Agree to minimum insurance requirements.
- Ambulance response zones were updated to reflect the current population in Lassen County using GIS modeling by Nor-Cal EMS and reviewed by the EMCC Ad-Hoc Committee and approved by the Nor-Cal EMS Medical Director
 - Established 5 ambulance response zones:

- Zone 1 = 10:00 (Susanville and surrounding area)
 - Zone 2 = 16:00 (Westwood and State Route 36, Janesville and area to the south of Susanville and East of 395)
 - Zone 3 = 30:00 (Standish area and Prison)
 - Zone 4 = 45:00 (395 south of Janesville into Herlong and Doyle)
 - Zone 5 = 60:00 (all other areas with exemptions for off-road wilderness areas)
- Response time requirements with liquidated damages for underperformance
 - Evidence based clinical performance standards with liquidated damages for underperformance
 - Contractor will be required to enter into an agreement with Firenet Lassen for access to radio frequencies and SIFC dispatch services.
 - Proposers will be evaluated on:
 - History of providing quality ambulance services
 - Proposed ambulance rates,
 - Evidence of financial stability
 - Proposed wages and benefits to attract and retain experienced personnel.

Comparison:

Current Agreement	RFP Requirement
10 ambulance zones	5 ambulance zones
Static deployment, exception for second, or greater call	Dynamic deployment with response time requirements held to 90% for all calls monthly, or 100 call minimum
8:00, 10:00, 20:00 and best effort	10:00, 16:00, 30:00, 45:00, 60:00, exception for off-road areas
Clinical excellence, non-specific	Specific clinical performance standards with quarterly performance reports
Continuous Quality Improvement annual report	Continuous Quality Improvement annual report with specific benchmarks
ePCR non-specific	ePCR ImageTrend same as all Nor-Cal system providers
FirstWatch data analytics	FirstWatch data analytics
Ambulance milage 250,000	Ambulance milage 350,000 with maintenance records
Annual corporate wide financial report	Quarterly EOA system reports with EOA annual audit report