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# EMSA

EMERGENCY MEDICAL SERVICES AUTHORITY



Reducing pain and suffering by providing superior and compassionate service.



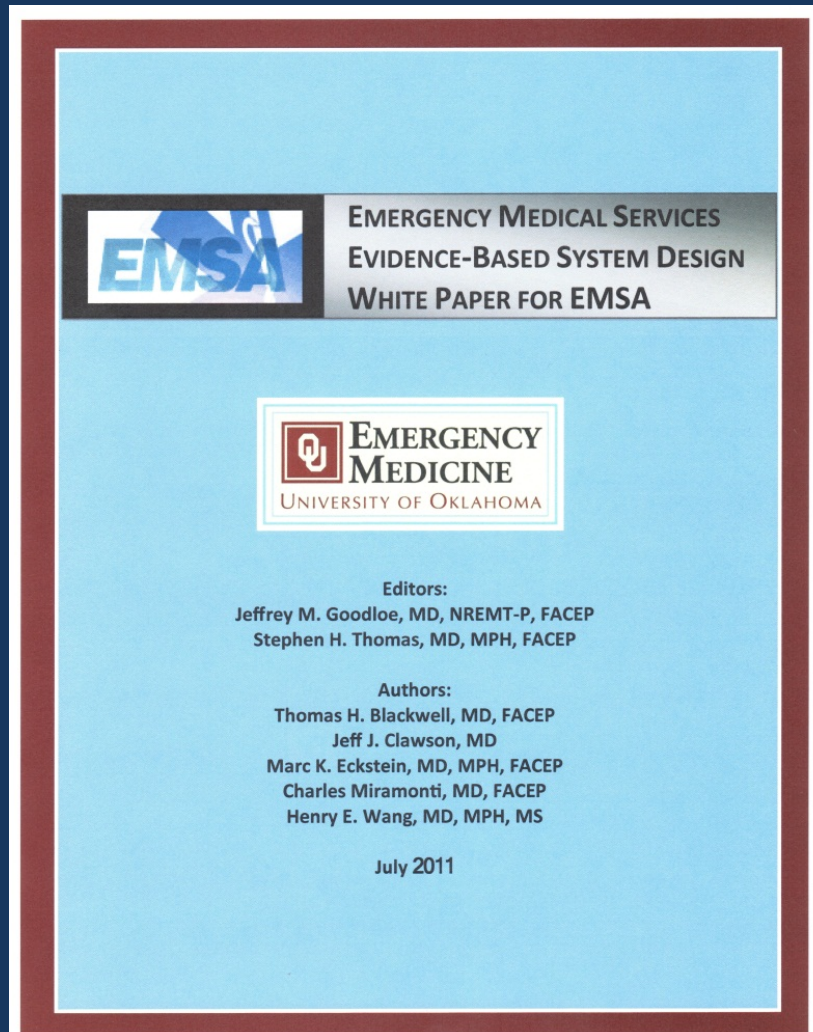
# Contractor RFP 2013

The system has been designed to ensure:

- High quality clinical care,
- Provide efficient and reliable EMS services at a reasonable cost to consumers,
- Provide both divisions with an operationally and financially stable patient transportation system.

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# Contractor RFP 2013



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# Contractor RFP 2013

**RFP redline - Page 1**

***EMSA* intends to award a single contract for the provision of emergency and non-emergency ambulance services.**

**Under this procurement both *EMSA* and the contractor desire clinical excellence. Both desire cost containment, a professional and courteous image and a contractor who is successful and earns a reasonable profit.**

**Under the contract, the relationship between *EMSA* and the contractor should generally be one of cooperation, not conflict, achieving the best possible marriage of the public interest with the contractor's expertise.**

# Contractor RFP 2013

**RFP redline - Page 1**

## **EMSA's Functional Responsibilities:**

**In this performance-based approach to contracting it is EMSA's responsibility to:**

- **Conduct periodic competition to select and contract with an ambulance service provider;**
- **Monitor compliance with contractual terms;**
- **Supply the infrastructure necessary for the operation of an ambulance service system in accordance with the standards called for by the Uniform Code for Emergency Medical Services ("Uniform Code") and other regulations;**

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# Contractor RFP 2013

**RFP redline - Page 1**

- Handle all patient billings and collections;
- Pay the contractor monthly for services performed;
- Facilitate provision of qualified twenty-four (24) hour physician radio coverage at no charge to the contractor.

***EMSA***, in procuring its ambulance contractor, represents the interests of the general public as consumers of emergency and non-emergency ambulance service.

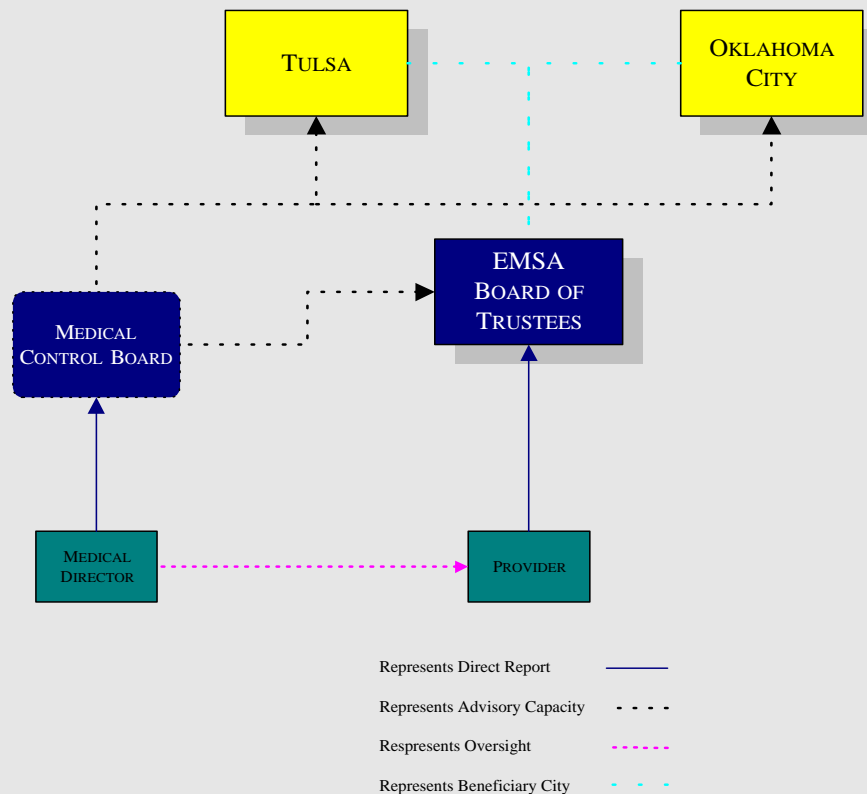
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# Contractor RFP 2013

**RFP redline - Page 2**

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# Contractor RFP 2013

*RFP redline - Pages 2-3*

## Contractor's Functional Responsibilities:

The contractor shall furnish and manage ambulance dispatch services and field operations including but not limited to:

- Employment of dispatch and field personnel;
- Equipment maintenance;
- In-service training;
- Quality improvement monitoring;
- Purchasing and inventory control;
- Support services.

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# Contractor RFP 2013

**RFP redline - Page 3**

Further, since *EMSA* is supplying all of the equipment to be utilized in the performance of this contract, there is no requirement for large-scale investment in capital equipment, another substantial reduction in risk for the proposer.

# Contractor RFP 2013

**RFP redline - Page 3**

Many of the major uncertainties affecting the delivery of emergency services in most communities are eliminated from the proposer's consideration in preparing for this procurement.

For example, there need be no uncertainty concerning collection rates. *EMSA* will pay for every unit of service delivered, and will do so within 30 days of receipt of invoice after the end of the calendar month during which such services were rendered.

# Contractor RFP 2013

**RFP redline - Page 3**

In short, it is *EMSA's* intention to eliminate or reduce risk from uncertainties beyond the control of the contractor to such an extent that the principal uncertainties and risks remaining are largely within the control of the contractor, namely, the ability to recruit and manage personnel efficiently and effectively.

# Contractor RFP 2013

*RFP redline - Pages 6-9*

## Minimum Qualifications & Documentation of Credentials

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# Contractor RFP 2013

*RFP redline - Page 10*

## Service Area Summary & Background

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# Contractor RFP 2013

*RFP redline - Pages 11-19*

## Operations Management Provisions

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# Contractor RFP 2013

*RFP redline - Page 19*

## Performance vs. Level of Effort

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# Contractor RFP 2013

*RFP redline - Pages 22-24*

## Communications System Management

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# Contractor RFP 2013

*RFP redline - Pages 29-33*

## Clinical & Employee Provisions

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# Contractor RFP 2013

*RFP redline - Pages 34-37*

## Financial & Administrative Provisions

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# Contractor RFP 2013

*RFP redline - Pages 37-38*

## Performance Security

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# Contractor RFP 2013

*RFP redline – Pages 38-39*

## Contractor Default & Provision for Termination of the Contract

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# Contractor RFP 2013

*RFP redline – Pages 39-40*

## Provisions for Termination of Contract

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# Contractor RFP 2013

*RFP redline - Page 48*

## Gain Sharing

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# Contractor RFP 2013

**RFP redline - Page 45**

## Proposal Deposit Required:

All proposals shall be accompanied by a proposal deposit (not a bid bond) in the amount of \$200,000.00 in the form of a certified or cashier's check made payable to *EMSA*.

# Contractor RFP 2013

***RFP redline – Pages 51-54***

## Evaluation of Proposals:

Proposals will be evaluated by the Selection Committee, which will include the following nine (9) members:

- Two members of the Board of Trustees of *EMSA* from each Division;
- One member each from the City Councils of Oklahoma City and Tulsa;
- One individual experienced in EMS operations;
- Two physicians chosen by and representing the Medical Control Board, one of which may be the Medical Director.

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## Contractor RFP 2013

In summary, the proposer is provided with a clear description of the job to be done, in terms of response time standards and clinical standards, and is provided with most, if not all, of the equipment necessary to do the job.

Furthermore, *EMSA* promises to pay for services delivered by the contractor in accordance with those standards.

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