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Solicitation Addendum

Addendum No.: 1
Solicitation No.: 21-R076619SB
Solicitation Title: Emergency Medical Service (EMS) Master Plan
Addendum Date: May 27, 2021
Procurement Contact: Stacia Branco

Request for Offer (RFO) No. 21-R076619SB is amended as set forth herein. Responses to questions posed by prospective bidders are provided below. This addendum is hereby incorporated in and made a part of RFO No. 21-R076619SB.

QUESTIONS AND RESPONSES:

Q1. What is the budgeted amount for this project?

R1. Estimated at \$300,000.00.

Q2. Are any meetings expected to be in-person?

a. If so, how many and which ones?

R2. Yes. The successful offeror will be required to attend a minimum of two in-person meetings, one being a presentation to the Board of County Commissioners, if requested.

Q3. If a company is proposing a bid, does every member of the consulting team need to be a Florida state certified paramedic?

R3. Offeror needs to have a Nationally Certified Paramedic on the Offeror's team.

Q4. Is there any expected time frame for the project?

a. If so, when is it expected for the project to be completed (months from award date)?

R4. Yes. Nine (9) to twelve (12) months.

Q5. Which Computer Aided Dispatch (CAD) software is the County using for EMS dispatch?

R5. Hexagon.

Q6. For the data analytics and future projections, will the County be able to provide raw, incident-level data from the county's EMS dispatch system (and any other PSAPs that may also dispatch units to EMS calls), including responses dispatched, but not completed, that details the following incident-level details?

- a. **Date and Time of Response**
- b. **Location of Request (including latitude and longitude of the address verification)**
- c. **Chief complaint indicated by the caller**
- d. **EMD response determinant assigned to the response**
- e. **Identification of the Unit(s) dispatched (including care capabilities of the assigned resource (ALS/BLS/Critical Care))**
- f. **Disposition of the response**
- g. **Destination (if any) to which the patient was transported**
- h. **Time stamps for the following times assigned during the response:**
 - i. **Call answered by the PSAP [First Keystroke]**
 - ii. **Unit(s) notified of the response [Dispatched/notified]**
 - iii. **Unit(s) begin response [Responding]**
 - iv. **Units(s) on scene [On-scene]**
 - v. **Unit(s) patient contact [Patient contact]**
 - vi. **Unit(s) depart scene for destination [Transporting]**
 - vii. **Unit(s) depart scene, available without transporting a patient [Available]**
 - viii. **Unit(s) arrived at destination [At destination]**
 - ix. **Unit(s) cleared hospital [Available]**

R6. Yes, it would be in a Microsoft Excel[®] file.

Q7. Does the county do its own billing, or do they use a billing contractor?

- a. **If the latter, will be billing contractor be able to provide detailed revenue cycle management reports?**

R7. The County uses a third-party billing company, they provide revenue reports.

Q8. Could you please explain what is meant by the term in Item X of the Scope of Work?

- a. **Does this relate to the facilities used as a station or deployment center?**

R8. This would be related to what the minimum level of resources are needed to provide a defined level of services: 13 ambulances = ____ level of service, 21 ambulances = ____ level of service. It might be better explained by structural changes in an organization that affect how the EMS Services runs and operates field employees to administrative employee ratios and workflow alterations.

Q9. The RFP requires the proposer to be a Florida Certified Paramedic.

a. How would this requirement be applied to a proposer that is an organization / corporation vs. an individual?

R9. Offeror needs to have a Nationally Certified Paramedic on the Offeror's team.

NOTE: Items that are ~~struck through~~ are deleted. Items that are underlined have been added or changed. All other terms and conditions remain as stated in the RFO.

END OF ADDENDUM

INSTRUCTIONS:

Receipt of this addendum must be acknowledged as instructed in the solicitation document. Failure to acknowledge receipt of this Addendum may result in the response being deemed non-responsive.

AUTHORIZED FOR RELEASE