



Date: February 21, 2014
Request for Proposal No: 14-01

REQUEST FOR PROPOSAL

RFP

EXCLUSIVE OPERATOR
FOR EMERGENCY AMBULANCE SERVICE
FOR AN AREA (OR AREAS) WITHIN CALAVERAS COUNTY.

Beginning July 1, 2015

Proposals Due no later than 3:00 p.m. on July 24, 2014.

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RFP DEFINITIONS

Advanced Life Support - ALS - Special services designed to provide definitive pre hospital emergency medical care as defined in California Health and Safety Code Section 1797.52.

Advanced Life Support (ALS) Ambulance – A ground ambulance which provides transport of the sick and injured and is staffed and equipped to provide advanced life support (ALS) consistent with the California Health and Safety Code, Section 1797.52 and Agency Policies, Procedures, and Protocols and any amendments thereto.

Agency – The Mountain-Valley EMS Agency. The Agency is the local EMS Agency for the counties of Alpine, Amador, Calaveras, Mariposa, and Stanislaus pursuant to a joint powers agreement.

Agency Board of Directors – The Board comprised of one County Supervisor from each of the five member counties served by the Mountain-Valley EMS Agency. This Board is the final decision maker for all EMS issues within the five member counties.

Agreement- The Agreement, following ratification by the Agency Board of Directors, constitutes the entire Agreement between the Agency and the awarded Bidder(s) of this RFP.

Agreement Administrator – The Agency Executive Director or his/her designee shall serve as the Agreement Administrator, and shall represent the County in all matters pertaining to the ambulance provider agreement and shall administer the ambulance provider agreement on behalf of the County.

ALS First Response – A minimum of one Paramedic in a non-transport vehicle equipped per Agency Policies, Procedures, and Protocols and any amendments thereto and authorized by the Agency to respond to Scene Calls.

Ambulance - A vehicle specially constructed, modified or equipped and used for the purpose of transporting sick, injured, convalescent, infirm, or otherwise incapacitated persons as defined in Title 13 California Code of Regulations Section 1100.2(a). The term `ambulance' does not apply to the non-emergency transportation of persons confined to wheelchairs, but does apply to vehicles utilized for the non-emergency transportation of persons confined to gurneys.

Ambulance Service - The activity, business or service, for hire, profit, or otherwise, of transporting one or more persons by ambulance on, or, in any of the streets, roads, highways, alleys, or any public way or place in Calaveras County, including the provision of emergency or non-emergency, ALS or Basic Life Support (BLS) services, and interfacility transfer services.

Ambulance Zone - A geographic area, defined as the North Zone, South Zone, or East Zone, that has been designated as an Exclusive Operating Area by the Calaveras County Board of Supervisors for all Ambulance Services pursuant to a competitive bid process.

Authorized EMS Dispatch Center - The Authorized Emergency Medical Services (EMS) Dispatch Center, within Calaveras County, authorized for the dispatch of ambulance services by the Agency. This center is the County's primary Public Safety Answering Point (PSAP) and a function of the Calaveras County Sheriff's Department.

Basic Life Support (BLS) - Emergency first-aid and cardiopulmonary resuscitation procedures which, as a minimum, include recognizing respiratory and cardiac arrest and starting the proper application of cardiopulmonary resuscitation to maintain life without invasive techniques until the victim may be transported or until advanced life support is available as defined in the California Health and Safety Code Section 1797.60.

Basic Life Support Ambulance (BLS Ambulance) - An ambulance especially equipped to provide basic life support services, staffed by at least two Emergency Medical Technicians (EMTs).

Base Hospital – A Hospital approved and designated by the Agency to provide immediate medical direction and supervision of ALS personnel in accordance with Agency Policies, Procedures and Protocols and any amendments thereto of the Agency.

Bidder - A person, partnership, firm, corporation, organization, governmental agency, or joint venture submitting a bid proposal for the purpose of obtaining an exclusive ambulance services Agreement with the Agency and with the legal authority to enter in an Agreement.

Business Day – Each day that the Agency is open to conduct business.

Calendar Day – Each day noted on a calendar.

Chute Time – The actual elapsed time, measured in hours, minutes, and seconds, from the time of dispatch of a call from the Authorized EMS Dispatch Center that an ambulance is needed until the ambulance is actually en route to the scene.

Code-One Call - Any non-Code-3 or Code-2 request for service that is scheduled, and a medical determination has been made that no detriment to the patient will occur as a result of a delay in transportation.

Code-Three Call - Any request for service for a perceived or actual life threatening condition, as determined by dispatch personnel, in accordance with Agency policy and pre-established dispatch protocols, requiring immediate dispatch with the use of a lights and sirens response.

Code-Two Call - Any request for service designated as non-life threatening by dispatch personnel in accordance with Agency policy and pre-established dispatch protocols, requiring the immediate dispatch of an ambulance without the use of a lights and sirens response.

Compliance Period – The time period defined as any complete month, or accumulation of complete months in which the total number of Code Two and Code Three calls, measured separately, within one zone, equals or exceeds 250 calls.

Computer-Aided Dispatch or CAD - Computer-Aided Dispatch system consisting of associated hardware and software to facilitate call taking, system status management, unit selection, ambulance coordination, resource dispatch and deployment, event time stamping, creation and real time maintenance of incident database, and providing management information.

Contractor - The Bidder(s) awarded the Agreement(s) derived from this RFP. Subcontracting (if any), Joint Powers Agreement, or other legal arrangements made by the Contractor and included as part of the Bidder's Proposal during this project are the sole responsibility of the Contractor.

County - The County of Calaveras, a political subdivision of the State of California.

Critical Care Transport (CCT) – A transportation unit staffed and equipped to render treatment that exceeds that in the Paramedic Scope of Practice.

Deployment – The procedures by which ambulances are distributed throughout the service area. Deployment includes the locations at which the ambulances are placed (or posted) and the number of ambulances placed in service for the particular time period.

Duly Appointed Officer - Person who has the legal authority to enter into and sign Agreements on behalf of the Bidder.

Emergency/Emergency Call – A condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by public safety personnel or emergency medical personnel at the scene of an emergency, or dispatch personnel at an Authorized EMS Dispatch Center. This includes ambulance requests (other than from an acute care facility) wherein the ambulance is requested for a condition that requires an immediate ambulance response.

Emergency Medical Dispatch (EMD) – A nationally recognized set of standards used by specially trained dispatch personnel that focus upon four main functions: (1) To receive and process telephone calls; (2) To dispatch and coordinate EMS resources based upon prioritization principles that consider the level of the emergency and availability of local EMS resources; (3) To provide medical instruction to callers (pre-

arrival instructions) and scene information to EMS crews (post-dispatch); and (4) To coordinate with other public safety agencies.

Emergency Medical Services (EMS) – This refers to the full spectrum of pre hospital care and transportation (including interfacility transports), encompassing bystander action (e.g. Cardiopulmonary resuscitation (CPR)), EMD, first response and rescue service, ambulance services, and on-line medical control.

Emergency Medical Services Oversight Committee (EMSOC) – The committee established by the Calaveras Board of Supervisors to ensure that the interests of the County, its political subdivisions, and citizens are considered, related to the planning and provision of emergency medical services (EMS) within the County. The EMSOC serves in an advisory capacity to the Agency and the Calaveras County Board of Supervisors on EMS issues.

EMS Aircraft - Includes air ambulances and all categories of rescue aircraft as defined in the California Code of Regulations, Title 22, Division 9, Chapter 8.

EMS System – The EMS System consists of those organizations, resources and individuals from whom some action is required to ensure a timely and medically appropriate response to medical emergencies.

Emergency Medical Technician or EMT - A certified individual who holds a certificate in the State of California and whose scope of practice is to provide basic life support according to standards prescribed in Title 22 of the California Code of Regulations, Division 9, Chapter 2.

Exclusive Operating Area (EOA) – means an EMS area or subarea defined by the emergency medical services plan for which a local EMS Agency, upon the recommendation of a county, restricts operations to one or more emergency ambulance services or providers of limited advanced life support or advanced life support as defined in California Health and Safety Code Section 1797.85.

First Responder - An agency with equipment and staff capable of providing appropriate first responder pre hospital care (e.g. fire department, police, or non-transporting EMS response unit).

Governing Documents – The requirements for service referred to in California Statutes; Contractual standards as stipulated in this RFP and future addendums; Calaveras County resolutions and ordinances; and, published Agency Policies, Procedures, and Protocols and any amendments thereto which are also incorporated into this RFP by reference as though set forth herein.

Grid - Response area used to collect data on call volume.

Hospital – Any Hospital located within Calaveras County. Currently the only Hospital in the County is located in San Andreas.

Interfacility Transfer (IFT) - A transport between two health care settings in compliance with Agency Policy 580.11, Ambulance Transfer Policy.

Immaterial or Inconsequential – A defect or variation is insignificant as to price, quantity, quality, or delivery when contrasted with the total costs or scope of the services being procured.

Joint Powers Agreement - Two or more entities that form a union for the purpose of submitting a Proposal in response to this RFP and in compliance with the provisions of the Joint Exercise of Powers Act, Government Code Section 6500, *et seq.*

Life Threatening Emergency - The term used to denote a condition or situation in which an individual has a need for immediate medical attention requiring a Code Three response based upon the patient’s reported medical condition, or where the potential for such need is perceived by public safety personnel or Emergency Medical Personnel at the scene of an emergency or dispatch personnel at an Authorized EMS Dispatch Center or an Authorized ALS Ambulance Provider.

Major Breach - The repeated failure to correct instances of Material Breach (including but not limited to Contractors failure to comply with Agency’s Policies, Procedures, and Protocols and any amendments thereto) following written notification to the Contractor by the Agency and failure to correct such Material Breach within the time period specified in the Agreement.

Material Breach - Material Breach of the Agreement shall be defined as failure to comply with any terms of the Agreement.

Minor Irregularity – A defect or variation which is merely a matter of form and not of substance.

Mutual Aid - Shall refer to: 1) responses into a Calaveras County EOA from a ground ambulance provider outside the EOA for the purpose of assisting the Contractor with emergency and/or non-emergency requests for service; and 2) responses by the Contractor to service areas outside the Calaveras County EOA for the purpose of assisting another ground ambulance provider.

Medical Director - The EMS Agency Medical Director, contracted to oversee the medical control and quality improvement programs of the EMS System.

Medical Mutual Aid – The mutual aid system utilized by OES Region IV medical mutual aid system and coordinated locally by the Agency, Calaveras Public Health and Calaveras County OES.

Ninetieth Percent (90%) - The exact call that is identified when the total number of calls in a compliance period is multiplied times .90 (i.e., 250 calls in compliance period times .90 means the 225 call is at 90%.)

Non-Life Threatening Emergency - The term used to denote a condition or situation in which an individual has a need for medical attention requiring a Code Two response based upon the patient's reported medical condition, or where the potential for such need is perceived by Emergency Medical Personnel at the scene of an emergency, dispatch personnel at an Authorized EMS Dispatch Center, or an Authorized ALS Ambulance Provider.

Notice of Intent to Award - Letter sent by the Agency to all participating Bidder's advising them of the apparent successful Bidder(s) of this RFP.

Paramedic - A California licensed and Agency accredited individual whose scope of practice to provide advanced life support is according to standards prescribed in Title 22 of the California Code of Regulations, Division 9, Chapter 4.

Post – The term used to denote a location identified in the Calaveras County System Status Plan to which an ambulance may be assigned to await its next assignment by the Authorized EMS Dispatch Center.

Proposal Deadline - The last day and time the Request for Proposal must be received in the office of the Agency.

Public Safety Answering Point (PSAP) - A State approved facility that receives emergency calls for assistance through the E-9-1-1 system or over private telephone lines.

Response Time - The actual elapsed time, measured in hours, minutes, and seconds, from the time of dispatch of a call from the Authorized EMS Dispatch Center that an ambulance is needed until the arrival of the ambulance at the requested location.

Revenue – Increases to equity from any source. Ambulance revenue is usually reported as gross (billed) revenue amounts or in net terms that reflect adjustments for write-offs.

Scene Call – A Request for Ambulance Service for a patient situated at a location other than a Hospital.

Standby – The term used to denote that an ALS Ground Ambulance or Provider ALS First Response Vehicle is staged near and available to an activity at the request of a public safety agency in which it is presumed there is a high likelihood that a Life Threatening or Non-Life Threatening Emergency will occur.

Subcontractors - Any person, entity or organization, to which Contractor has delegated any of its obligations hereunder.

System Status Plan – The plan followed by the Contractor and the Authorized EMS Dispatch Center that identifies, the strategic placement of ambulances based upon times of day and ambulance availability and the circumstances under which (a) Mutual Aid response would be requested on Contractor’s behalf or (b) Contractor would be requested to perform Mutual Aid for another Contractor in a different ambulance response zone or adjacent county.

Unit Hour (UH) – One hour of service by a fully equipped and staffed ambulance assigned to a call or available for dispatch.

Workload – Measure of work performed by on-duty units during any given period of time.

SECTION 1

INTENT OF THE REQUEST FOR PROPOSAL

1.1 Introduction

The Agency is the local EMS Agency for Calaveras County pursuant to a written joint powers agreement (JPA) that includes the counties of Alpine, Amador, Calaveras, Mariposa, and Stanislaus. The governing board of the Agency (hereafter Agency Board of Directors) is comprised of one member from the Boards of Supervisors of each member county. Pursuant to the JPA, the Agency is authorized to develop EOAs in the County as mandated in California Health and Safety Code, Section 1797.204.

The Agency hereby solicits Proposals from experienced and qualified organizations to provide emergency ambulance services to one or more of three EOAs. When combined, the three EOAs include all incorporated and unincorporated areas of the County. Proposals will be accepted from Bidder's for single or multiple zones. The intent of this RFP is to select the winning Bidder or combination of Bidder's to provide Ambulance Services within the three EOAs. For a detailed description of the County, please see section 1.2 of this RFP. This solicitation calls for Proposals to provide all ambulance services within the County subject to the performance standards and other specifications herein.

The Agreement period will be for five (5) years. Agreement compliance will be monitored by the Agency with quarterly reports submitted to the County EMSOC. Any Agreement developed as a result of this RFP will be subject to annual review.

This is a performance-based Agreement. The Agreement, between the winning Bidder(s) and the Agency, will be based upon the criteria identified in the RFP. Details regarding the EOA, performance standards, and the scope of services requested are described in this RFP.

Bidder's should note that the County is geographically challenging, in addition to having seasonally significant weather variations at higher elevations. A comprehensive Proposal from a Bidder will require extensive orientation and familiarity to the unique service requirements of the County. Contact with participating first-responder agencies and key contact people listed in section 1.2 is encouraged.

1.2 Background

General Requirements and Governing Documents

In addition to establishing EOAs, the Agency may establish policies, procedures, and protocols that govern the operation of ambulance services within the County.

The requirements for service to the County EOA(s) include the following: California Statutes; Contractual standards as stipulated in this RFP and future addendum; County resolutions and ordinances; and, published Agency Policies, Procedures, and Protocols and any amendments thereto, which may be found at <http://www.mvems.org>. Collectively, these requirements for service are referred to as the "Governing Documents" in this RFP.

Overview of Calaveras County

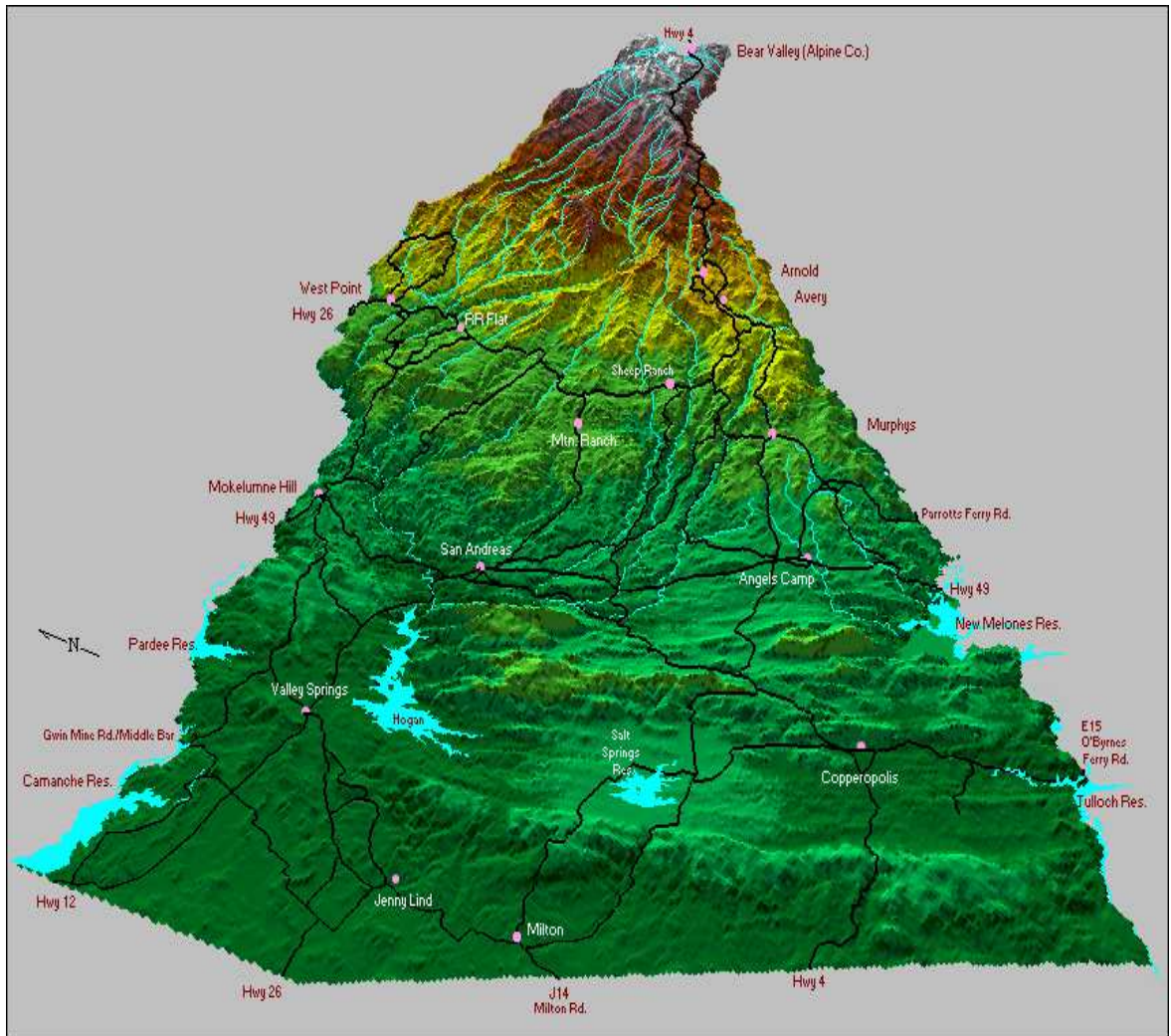


Calaveras County is located in Central California along the western slope of the Sierra Nevada Mountain Range. The County's boundaries are the Mokelumne River on the north and the Stanislaus River on the south. The County's eastern boundary abuts Alpine County and the western boundary adjoins San Joaquin and Stanislaus Counties.

Total land area of the County is 657,920 acres or 1,041 square miles. The County has one incorporated city, The City of Angels, commonly known as Angels Camp.

The County is approximately 53 miles long from west to east and 20 miles wide from north to south. The western part of the County is characterized by rolling

foothills beginning at an elevation of approximately 300 feet. The terrain rises to the east, reaching a peak height of 8,170 feet near the Alpine County border. Deep ravines and steep ridges are found between the foothills and the higher mountains.



Climate

The County's climate lies in a transitional zone between the Sierra Nevada mountain range and the San Joaquin Valley. Climate varies significantly due to great differences in elevation. Temperatures in the higher country range from the low 20's to the middle 80's. The lower foothills range in temperature from the low 30's to the high 90's, exceeding 100 degrees at times during the summer months. Rainfall generally increases with altitude, and snow accounts for much of the precipitation in elevations above 3000 feet.

History

Lands in the County were first used by the Miwok and Washo tribes. The lower part of the County was later used by settlers to raise cattle. The discovery of gold along the mother lode in the 1850's and 1870's resulted in the historic towns that, to a large extent, still serve as the County's main town sites. Changes in land use after the end of the Gold Rush were relatively minor, until the growth of outdoor recreation beginning in the 1960's. Visitors seeking recreation and open space have created major changes in the area's economy and land use patterns. The development of subdivisions, for both seasonal and permanent homes, has resulted from these demands.

Economy

The County's economy is generated from six primary areas: tourism and recreation; forest products; mineral extraction and processing; agriculture; private business; and the public sector. The scenic and recreational attributes of the County make the tourism and recreation industries an extremely valuable part of the County's economy. The Stanislaus National Forest, Big Trees State Park, historic Gold Rush towns, rivers and reservoirs, and the rural character of the County attract visitors as well as new residents. Proximity to the Mt. Reba Ski Area, just across the Alpine County line, provides excellent winter sports opportunities.

The forested areas of the County represent another segment of the area's economy. The timber industry has shown a fairly stable pattern of providing local employment and building materials. Mineral extraction combined with ancillary processing and manufacturing provides both a historic and potential source of industry in the County.

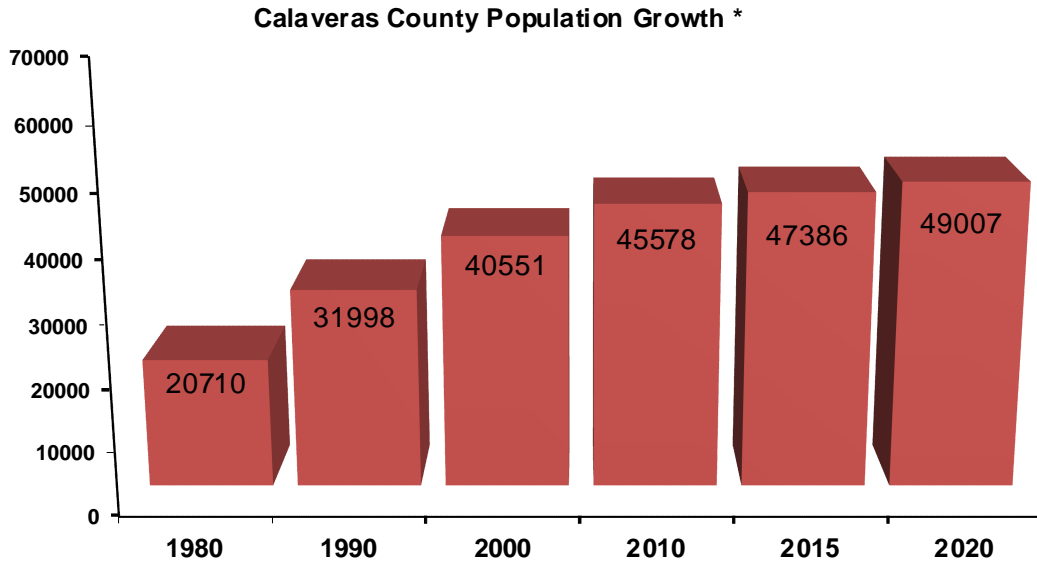
Agricultural production has been a historically stable industry in the County. Field crops, vineyards, orchards, livestock, and poultry are the categories contributing most to total gross value of production. Private businesses such as construction, personal services, and retail establishments have grown as the County's population and tourism have increased. Government is the County's largest employer, accounting for approximately 1/3 of all jobs. Despite the diversity that exists in the County's economy, overall unemployment in the area currently remains above the state average.

Demographic Profile

In rural Calaveras County, the population density varies widely and is best described as "islands" of small communities separated by sparsely populated areas.

The July 2010 population numbers from the Census Bureau indicated a population of 45,578. The graph below depicts the population growth for the County for the previous 30 years, with a projection from the California Department of Finance through 2020. According to information provided by the State of California, there were 7,670 wage and

salary jobs in the County in 2010, with an unemployment rate of 15.6%. The per capita income in the County is \$36,275 and the average salary per worker is \$39,301.



The County's population is not characterized by racial and ethnic diversity. The largest "non-white" racial/ethnic group within the County is the Hispanic/Latino group (10.3% of the population). The following table shows the ethnic breakdown of the County and compares it to the State of California:

Demographic Percentages at a Glance *

	County	% of Total	State	% of Total
Total Population	45,578	100.0%	37,691,912	100.0%
Male	22,835	50.1%	18,732,880	49.7%
Female	22,743	49.9%	18,959,032	50.3%
Under 5 years	2,005	4.4%	2,563,050	6.8%
5-19 years	8,933	19.6%	9,422,978	25.0%
18-64 years	25,068	55.0%	21,409,006	56.8%
65 years and older	9,571	21.0%	4,296,878	11.4%
White (non-Hispanic)	39,151	85.9%	15,755,219	41.8%
Hispanic/Latino	4,695	10.3%	14,172,159	37.6%
Asian	593	1.3%	4,899,949	13.0%
Black/African American	365	0.8%	2,336,899	6.2%
Hawaiian/Pacific Islander	91	0.2%	150,767	.4%
Native Amer. or Alaska Native	684	1.5%	376,919	1.0%

*All population data provided by the California Department of Finance

The County has above statewide averages for the percent of the population older than 25 years old that are high school graduates (90.7% compared to the State's 80.7%). However, 30.1% of the State's population has graduated with a bachelor's degree or higher, compared to 19.6% for the County. Additionally, 78.8% of the households in the County own their own homes compared to 57.4% in the State.

While there is only one incorporated city in the County, there are several communities within each ambulance zone. Some of the small communities, particularly in the South and East zones, experience a large tourist population based upon the prevalence of developments that are geared to second home owners for seasonal recreation. A map of the community areas may be viewed in Appendix II. The most populated community areas by EOA are as follows:

NORTH ZONE		SOUTH ZONE		EAST ZONE	
Community	Population	Community	Population	Community	Population
Mountain-Ranch	1,628	Angels Camp	3,441	Arnold	3,843
San Andreas	2,783	Copperopolis	3,671	Forest Meadows	1,249
Valley Springs	3,553	Murphys	2,213		

Exclusive Operating Areas

The response areas to be served by this RFP are defined as North Zone, South Zone, and East Zone. These areas are shown in the zone map found in Appendix II.

In responding to this RFP, Bidder's have the option of bidding on only a single zone, all zones singly, or any combination of zones. For example, a Bidder may bid on the North Zone, or the South Zone, or the North and South Zones together, or the North, South and East Zones together. See instructions for submitting a bid in Section 3.

Current System

Currently, two entities provide ambulance service in the County. Service in the North and South Zones is provided by American Legion Ambulance and by Ebbetts Pass Fire Protection District in the East Zone. American Legion Ambulance is a non-profit 501(c)3 corporation and Ebbetts Pass Fire Protection District is a publicly funded agency that derives a portion of its financial support from a special tax .

The following information is being provided on the current system for use in preparing your response to this proposal. Bidder's are not required to mirror the current operations.

South Zone

Copperopolis Fire Protection District provides ALS First Response within the boundaries of the fire district. The fire district boundaries may be viewed in Appendix II. The current EOA provider has a mutual aid agreement with Copperopolis Fire to transport patients when the EOA provider has a long Estimated Time of Arrival (ETA) and the patient's condition warrants immediate transportation. In those instances Copperopolis Fire may transport the patient to either a nearby hospital or to a landing site for rendezvous with an air ambulance.

East Zone

Ebbetts Pass Fire District provides ALS First Response within the boundaries of the fire district, which encompasses all of the East Zone. Ebbetts Pass is also the current EOA provider in the East Zone.

Currently, there are eleven (11) fire protection districts/departments within the county. Two of those districts, Ebbetts Pass Fire and Copperopolis Fire, provide ALS first response. A few fire districts/departments are considering the possibility of increasing their level of service to Advanced EMT. All other fire districts/departments provide BLS first response.

The agencies identified in the following table play an integral role in the pre hospital system in the County. The agencies are grouped in the following categories:

- Dispatch
- Fire Departments/Districts
- Law Enforcement
- Other Contacts

This information is being provided to assist the Bidder in developing a response to this RFP. In the County, the fire departments/districts are comprised of a combination of paid and volunteer staff. All cities in the City Column listed in the table are located in California and the area code for the telephone numbers is 209. The following table lists the contact information for each of the above referenced agencies in the County:

Organization	Contact	Address	City	Zip	Phone
DISPATCH					
Calaveras Co. Sheriff's Dept. Communications Center	Sergeant responsible for Dispatch	861 Mountain Ranch Rd.	San Andreas	95249	754-6574
CalFire Communications Center	ECC Director	785 Mountain Ranch	San Andreas	95249	754-2709
FIRE DEPARTMENTS/DISTRICTS					
North Zone					
CalFire	Division Chief	785 Mountain Ranch	San Andreas	95249	754-3831
Central Calaveras Fire & Rescue	Fire Chief	19927 Jesus Maria Rd	Mokelumne Hill	95245	754-4330
Calaveras Consolidated FPD	Fire Chief	3255 Helisma	Valley Springs	95252	772-0202
Mokelumne Hill FPD	Fire Chief	P.O. Box 281	Mokelumne Hill	95245	286-1389
San Andreas FPD	Fire Chief	P.O. Box 88	San Andreas	95249	754-4693
West Point FPD	Fire Chief	P.O. Box 315	West Point	95255	293-7000
South Zone					
Altaville-Melones FPD	Fire Chief	P.O. Box 431	Altaville	95221	736-4461
CalFire	Division Chief	785 Mountain Ranch	San Andreas	95249	754-3831
City of Angels Fire	Fire Chief	P.O. Box 457	Angels Camp	95222	736-4081
Copperopolis FPD	Fire Chief	P.O. Box 131	Copperopolis	95228	785-2393
Murphys FPD	Fire Chief	P.O. Box 1260	Murphys	95247	728-3864
East Zone					
CalFire	Division Chief	785 Mountain Ranch	San Andreas	95249	754-3831
Ebbetts Pass FPD	Fire Chief	P.O. Box 480	Arnold	95223	795-1646
LAW ENFORCEMENT					
Calaveras Co. Sheriffs Dept.	Sheriff	861 Mountain Ranch Rd.	San Andreas	95249	754-6500
City of Angels Police Dept.	Police Chief	P.O. Box 459	Angels Camp	95222	736-2567
California Highway Patrol	Commander	749 Mountain Ranch Suite 1	San Andreas	95249	754-3541
OTHER CONTACTS					
Calaveras County Office of Emergency Services	OES Director	861 Mountain Ranch	San Andreas	95249	754-7500
Mark Twain Medical Center	Chief Financial Officer	768 Mountain Ranch Road	San Andreas	95249	754-2511
US Forest Service	Ranger	P.O. Box 500	Hathaway Pines	95233	795-1381
Calaveras Big Trees State Park	Park Superintendent	P.O. Box 120	Arnold	95223	795-2334
Alpine County	Sheriffs Deputy	P.O. Box 5103	Bear Valley	95223	753-2321
Bear Valley Ski Resort	Manager	P.O. Box 5038	Bear Valley	95223	753-2301

Ambulance Responses

The data utilized to provide data for this RFP reflect the call volume for the period of July 1, 2011, through June 30, 2012.

Monthly demand analysis data, by zone, can be found in Appendix III.

Ambulance Responses

Code 3 Scene Calls by Zone		
Zone	Total	Monthly Average
North	1371	124.64
South	804	73.09
East	549	45.75

Code 2 Scene Calls by Zone		
Zone	Total	Monthly Average
North	310	34.44
South	149	16.56
East	84	7

Mutual Aid into Alpine/Tuolumne County

The East Zone is responsible for providing mutual aid into Alpine and Tuolumne Counties for land accessed via Highway 4. The call volume fluctuates with the seasons. Mutual aid requests are most prevalent in the winter months.

All Call Types			Scene Calls Only		
Month	Code 2	Code 3	Month	Code 2	Code 3
January	2	7	January	2	7
February	4	7	February	4	7
March	1	4	March	1	4
April	3	5	April	2	5
May	1	1	May	1	1
June	0	5	June	0	5
July	0	6	July	0	6
August	3	4	August	3	4
September	0	6	September	0	6
October	0	1	October	0	1
November	0	1	November	0	1
December	3	4	December	1	4

Response grids have been developed to help monitor call volume. The grid information may be found in Appendix II. The following tables reflect the average number of calls per month by grid.

North Zone by Grid

Grid	Code 2	Code 3	Grid	Code 2	Code 3
1	1	5.73	17	0.33	2
2	0.67	2.82	18	1.33	7.18
3	1.11	3.54	19	13.67	33.82
13	0.89	1.82	26	0.11	0.73
14	1.78	10.18	27	1.78	6
15	4.33	26.91	29	1.56	4.27
16	1.22	7	30	4.67	12.64

South Zone by Grid

Grid	Code 2	Code 3	Grid	Code 2	Code 3
4	0.11	0.91	12	0	0.27
5	0.22	1.18	20	0.11	1.45
6	0.22	2.18	21	7.11	31.91
7	0.11	0.64	22	0.22	1.45
8	2.67	13.18	23	0.11	1.27
9	0.11	0.09	24	3.67	13.64
10	0.11	0.64	25	0.44	1.45
11	0.22	0.9	28	0.78	1.91

East Zone by Grid

Grid	Code 2	Code 3	Grid	Code 2	Code 3	Grid	Code 2	Code 3
31	0.08	1.42	40	0.33	2.5	49	0	0.17
32	0.67	3.17	41	3.08	17.92	50	0	0.08
33	0.08	0.75	42	0.42	2.67	51	0	0.17
34	0	0.08	43	0.67	5.5	52	0	0.25
35	0	0	44	0	0.17	53	0	0.33
36	0	0.42	45	0.17	1.08			
37	1.08	4.58	46	0	0.33			
38	0.08	1.08	47	0.17	2.33			
39	0.17	0.25	48	0	0.5			

Ambulance Transports

The vast majority of ambulance transports are made to Mark Twain Hospital in San Andreas. The data for FY 11/12 reflects the following transports based upon the code of response:

Call Type	Code 2	Code 3	Code 2 and Code 3
Scene Call	95.0%	83.6%	85.4%
All Call Types	87.0%	83.6%	84.7%

The following table reflects the percentage of patients that were transported to surrounding counties for all call types and scene calls:

County	All Call Types			County	Scene Calls		
	% of Patients, Code 2 Response	% of Patients, Code 3 Response	% of Patients Total		% of Patients, Code 2 Response	% of Patients, Code 3 Response	% of Patients Total
Amador	7.22%	11.96%	10.41%	Amador	14.77%	11.96%	12.45%
Calaveras	32.88%	70.43%	58.19%	Calaveras	64.11%	70.43%	69.34%
El Dorado	0.46%	0.00%	0.15%	El Dorado	0.00%	0.00%	0.00%
Sacramento	8.93%	0.33%	3.14%	Sacramento	0.53%	0.33%	0.37%
San Francisco	0.34%	0.00%	0.11%	San Francisco	0.00%	0.00%	0.00%
San Joaquin	24.17%	2.82%	9.78%	San Joaquin	3.17%	2.82%	2.88%
Santa Clara	0.11%	0.00%	0.04%	Santa Clara	0.00%	0.00%	0.00%
Stanislaus	3.55%	0.17%	1.27%	Stanislaus	0.26%	0.17%	0.18%
Tuolumne	6.64%	14.12%	11.68%	Tuolumne	13.98%	14.12%	14.10%
Unknown	15.69%	0.17%	5.23%	Unknown	3.17%	0.17%	0.69%

1.3 Interfacility Transfers From Mark Twain St. Joseph's Hospital

Code 3 Interfacility Transfers

Zone	Total	Monthly Average
North	0	0
South	0	0

Code 2 Interfacility Transfers

Zone	Total	Monthly Average
North	397	44.11
South	1	0.11

1.4 Payor Mix

Information provided by the State of California reveals the following payor mix in Calaveras County:

Payor Source	%
MediCare	46.7%
Medi-Cal	19.4%
Commercial Contract	26.4%
Other	7.5%

1.5 Period of Agreement Operation

Unless initiated earlier by mutual agreement, the Agreement resulting from the implementation of this RFP shall commence at 12:01 a.m. on July 1, 2015, and terminate at 12:00 a.m. on June 30, 2020, unless terminated as provided for in this RFP or the subsequent Agreement.

1.6 Scheduled RFP Events

To the extent achievable, the following schedule shall govern the review, evaluation, and award of the Agreement. The Agency reserves the right to modify the dates below in accordance with its review process.

Event	Date
Develop RFP – This process will include data collection and analysis, map development, meetings with MVEMSA staff, County CAO, Sheriffs Office, and Health Department personnel, EMSOC, stakeholders, etc.	March 1, 2012 – November 2012
Review by EMSOC	December 2012
Review by County Counsel	January 2013
Study Session with County BOS	August 27, 2013
Submit to State for Approval	December 2013
Approval by Board	February 19, 2014
Bid Document Available	February 21, 2014
Deadline for Written Questions	March 7, 2014
Bidder's (Pre-Proposal) Conference	April 2, 2014 10:00 a.m.
Addendum to RFP Issued	May 2, 2014
Proposals Due	July 24, 2014 3:00 p.m.
Announcement of Proposals Received	July 24, 2014 4:00 p.m.
Review of Credentials/Proposals	August 7, 2014
Notice of Intent to Award	September 18, 2014
Last Day to Appeal	October 20, 2014
Agreement completed between winning Bidder(s) and Agency	December 19, 2014
Approval of Agreement by the Board	February 2015
Implementation	July 1, 2015

SECTION 2

PERFORMANCE STANDARDS

2.1 Scope of Work

This RFP and its provisions, appendices, addendums and exhibits constitute a *Request for Proposal* for the selection of a single provider of emergency ground ambulance service for each of the three County zones (EOAs). Additionally, the Contractor for the East Zone will be responsible for response to all emergency ambulance calls on the east slope of Alpine County and the portions of Tuolumne County accessed via Highway 4. The response area in Alpine County consists of all land accessed via and along the Highway 4 corridor to the top of Ebbetts Pass. The operation of an emergency ambulance service shall include requirements for staffing and performance for services that require the use of an ambulance.

All of the following ambulance requests originating in a County EOA shall be referred to the holder of the EOA Agreement for each exclusive area. The Contractor shall provide all responses and ground transports based upon a county-wide System Status Plan.

Such requests include:

- A. 9-1-1/PSAP requests.
- B. Requests for immediate ambulance service transmitted through the Authorized EMS Dispatch Center.
- C. Requests for emergency ambulance service made directly to the ambulance service without going through an authorized 9-1-1/PSAP.
- D. All ground interfacility transports requiring the services of an ALS, BLS or Critical Care Transport (CCT) ambulance (as stipulated herein).
- E. Requests for mutual-aid by the Authorized EMS Dispatch Center.
- F. Requests for stand-bys such as working fires, hazardous materials incidents, hostage/SWAT events.

A summary of the Contractor's scope of service is as follows:

The Contractor shall respond, upon notification from the Authorized EMS Dispatch Center, 24 hours a day, 365 days a year, 366 days in a leap year, with an appropriately staffed and equipped ALS ambulance. The Contractor's response will be in a manner consistent with the specific requirements of the request. Such requirements shall vary depending upon whether the request for ambulance services are in response to a medical emergency, a scheduled ambulance transport, or the need to post an ambulance to provide optimum coverage to the County or an adjacent county.

Clinical performance must be consistent with approved medical standards and protocols. The conduct and appearance of the Contractor's personnel must be professional and courteous at all times. Patient transportation and disposition will be conducted according to the Agency Policies, Procedures, and Protocols and any amendments thereto.

In order to improve and maintain effective clinical performance, services and care delivered must be evaluated by the Contractor's internal quality improvement program in coordination with the Agency as outlined in Agency Policies, Procedures, and Protocols and any amendments thereto. The Contractor must make continuous efforts to detect and correct performance deficiencies and to continuously upgrade the performance and reliability of the entire EMS system. Clinical and response-time performance must be extremely reliable, with equipment failure and human error held to an absolute minimum through constant attention to performance, protocol, procedure, performance auditing, and prompt and definitive corrective action. This procurement process requires the highest levels of performance and reliability, and mere demonstration of effort, even a diligent and well-intentioned effort, shall not substitute for performance results.

2.2 Exceptions to the Exclusive Operating Area

The following are exceptions to the EOA:

- A. Transports by EMS Aircraft.
- B. Ground ambulance transports during declared disasters, or events requiring Medical Mutual Aid Coordination. Medical mutual aid may be requested at the direction of the Mountain Valley EMS Agency or the County through the Authorized EMS Dispatch Center. All requests for medical mutual aid as part of a disaster response must be approved by the County Office of Emergency Services.

- C. The Contractor with the exclusive Agreement in the North Zone does not have exclusive rights to IFTs from the Hospital located within that zone. Nor do any providers have exclusive rights to any future Hospitals built within a zone. However, Contractors with an exclusive Agreement in the County share the rights to develop a business arrangement with the Hospital(s) located within the County to provide IFT services for that facility within that Zone.

In order to be eligible to provide ambulance transport services for IFTs for patients at a Hospital in the County, an ambulance provider must meet all of the following criteria:

1. Have an exclusive ambulance provider Agreement within Zones North, South, or East; and,
2. Have successfully negotiated a Agreement with the Hospital in the County to provide said services; and,
3. Be available in a timely manner with the equipment determined by the Hospital in the County to meet the needs of the patient requiring ambulance transport on a case-by-case basis, or risk being disqualified from responding to a particular interfacility transfer. If a Contractor in the County is unable to meet the requirements for a specific IFT, the Contractor shall inform the Hospital within fifteen minutes of receiving said request. If the Contractor is unable to provide the requested service, the Contractor must seek an alternate Ambulance Provider that is able to meet the request. Upon notification that no Contractor in the County is able to fill the specific request to transport the patient, the alternate Ambulance Provider shall not be determined to be infringing upon the exclusivity of the Contractors(s).

2.3 ALS Level of Care

The exclusive holder for each EOA will provide ALS level of care for all requests for Ambulance Services included within the exclusive area except as provided in section 2.2. A BLS level of care may be provided when such a level is determined by the Hospital located within the County as adequate to meet the needs of a patient transported from any Hospital located within the County to another destination.

2.4 Ambulance Response Standards

A. General

The Agency requires the winning Bidder to provide prompt, effective emergency ambulance services at a reasonable cost to the consumer. Service to the EOA must be at or above the level of service as defined in this RFP. Service must include primary response, backup, mutual aid, and deployment plans that clearly define timely emergency ambulance coverage. Monitoring of response time requirements will include Computer Aided Dispatch (CAD) data supplied by the Authorized EMS Dispatch Center, and oversight provided by the Agency and the EMSOC.

It is the Bidder's sole responsibility to be familiar with the geographic and weather considerations and Ambulance Zones comprising this solicitation. Response times shall be calculated from the moment the Authorized EMS Dispatch Center notifies the Contractor that there is an ambulance request, until the time the Contractor arrives on the scene with a fully functional and staffed ALS Ambulance. All response times are measured in hours, minutes and seconds.

For more information on documentation and data requirements, please see MVEMSA Policy 620.30 EMD Provider Agency/Ambulance Data Requirements and 560.11 Documentation of Patient Contact, available for review at <http://www.mvemsa.org/policies>.

B. Response Time Requirements

The Contractor must respond to Code 2 and Code 3 calls meeting the response times listed below, at a minimum of 90% of the time:

Zone	Code 2	Code 3
North	29	20
South	29	20
East	18	13

C. Inter-facility Transfers

Contractor shall respond to Hospital requests for an Interfacility Transfer using the following definitions:

- 1. Immediate Transfer** – shall be requested when any delay in transferring the patient by ambulance could result in placing the patient's health in immediate jeopardy. The Contractor retains a chute

time requirement for these transfers just as they would for a Code-Three 9-1-1 request. Contractor is not responsible for meeting Immediate Transfer timelines on requests for Critical Care Transports.

- 2. Priority Transfer** - shall be requested for an ambulance transfer at a specific time within one hour in the future. This shall be requested when a scheduled appointment requires the ambulance transfer of a patient at a specific time in order to meet scheduling requirements at a receiving facility. If the ambulance provider is aware at the time of request that they will be unable to initiate the transfer within one hour they shall arrange for an alternate ambulance provider. Contractor is not responsible for meeting Priority Transfer timelines on requests for Critical Care Transports.
- 3. Delayed Transfer** – shall be requested for an ambulance or CCT transfer more than one hour in the future. A Delayed Transfer shall be requested when a scheduled appointment requires the ambulance or CCT transfer of a patient at a specific time in order to meet scheduling requirements at a receiving facility or is a pre-arranged transfer for a patient. If the ambulance provider is aware at the time of request that they will be unable to initiate the transfer within the requested timeline, they shall arrange for an alternate ambulance provider.

D. Chute Time Requirements

The Bidder must demonstrate the ability to meet the Chute Time requirement as shown below:

1. A Code 3 ambulance must be en route 90% of the time equal to or less than 90 seconds as measured on a monthly basis per zone.
2. A Code 2 ambulance must be en route 90% of the time equal to or less than 120 seconds as measured on a monthly basis per zone.

E. Private Requests

The Contractor, upon receipt of a private request for ambulance service for a Scene Call, shall obtain pertinent information including callback number, location, and nature of the incident and immediately transfer the call to the Authorized EMS Dispatch Center. The Contractor will be responsible for acquiring and paying for the technical communications solution required to accomplish the transfer of call.

F. System Status Plan

The Contractor will be responsible to follow a System Status Plan (SSP) that manages their resources within their EOA as well as participate in a County-wide SSP.

The SSP must clearly define the Bidder's proposed:

1. Goals and rules of SSP;
2. Dispatch procedures regarding utilization of the SSP;
3. Deployment plan
 - a. Post assignments
 - b. Post locations; and
4. Mutual aid coverage
 - a. out-of-zone resources
 - b. out-of-county resources

The County has three (3) exclusive operating areas. The Bidder must also commit to following a County-Wide System Status Plan approved by the Agency that will be designed to ensure the best coverage for the County and meet logistical requirements of the Authorized EMS Dispatch Center. This Plan will require the Bidder's commitment to work cooperatively with any other ambulance provider in adjacent counties and County EOA Zone(s) to develop a county-wide SSP for county-wide deployment and mutual aid.

The proposed EOA Zone SSP submitted with the Bidder's proposal must be adhered to by the successful Contractor. Any revisions to the SSP must be forwarded to the Agency for review and approval prior to implementation.

The Bidder's proposed EOA Zone SSP shall be in the following format:

1. Index
2. Goals of SSP
3. Rules for SSP
4. Dispatch Procedures
5. Deployment Plans
6. Mutual Aid Plans

G. Unit Hour (UH) Utilization

The following information shall be used to determine the Bidder's UH commitment:

1. One ambulance committed in an EOA for a twenty-four (24) hour period seven days a week, 365 days a year (366 days in a leap year), equates to

672 unit hours during any 28 day period. (24 hrs × 28 days = 672 UHs).

1. The proposed UHs submitted with the Bidder's proposal must be adhered to, at a minimum, for the first year of the Agreement.
2. After the first year of operation, the Contractor may submit a request, quarterly, to the Agency for review and approval of any modification in the number of UHs dedicated to the system.
3. Contractor may request modification for good cause and for factors beyond the control of the Contractor.

It is the responsibility of the Contractor to supply supporting documentation to justify the proposed modification.

2.5 Authorized EMS Dispatch Center

The County Sheriff's Dispatch Center is the primary PSAP and Authorized EMS Dispatch Center for the County. The Authorized EMS Dispatch Center receives all 9-1-1 requests directly from the caller (other than cell phone calls received by CHP) and determines the appropriate resource and code of response for all such requests. The Authorized EMS Dispatch Center also provides complete Emergency Medical Dispatch services including pre-arrival instructions. Upon determining that an incident requires a Fire First Responder Agency response, the Authorized EMS Dispatch Center coordinates the dispatch of such resources with the local CalFire Emergency Communications Center located in San Andreas. The Authorized EMS Dispatch Center also coordinates all requests for air ambulance services for scene calls in the county.

- A. The Contractor will be responsible to enter into, prior to the implementation date of the Ambulance Provider Agreement, an agreement with the Authorized EMS Dispatch Center to provide dispatch services.
 1. The dispatch fee is anticipated to be \$38.32 per incident. The Contractor will be invoiced, on a monthly basis, for the previous month's incidents.
 - a. The dispatch fee will include, but is not limited to, costs associated with all of the following:
 - i. Dispatch Services
 - ii. ProQA – A software package, based upon the Medical Priority Dispatch System, which provides a standardized

- format for carrying out priority dispatching.
 - iii. EMD Certification and Recertification
 - iv. MedNet Radio System Repair and Replacement
 - v. Maintenance on Communications Equipment
 - vi. Records/Data Management and Reporting.
2. The rate for dispatch services will rise, on July 1 each year, by the Consumer Price Index of the US Bureau of Labor San Francisco-Oakland-San Jose Area Consumer Price Index for the most recent twelve-month period.

2.6 Quality Improvement

The Agency requires that the Contractor develop and implement a comprehensive quality management program. The program should include retrospective, concurrent, and prospective review and education, personnel development, problem identification and resolution, remediation, compliance assurance, process measurement and control, and process improvement integrating the entire EMS System. In this context, the EMS System means Dispatch, First Response, Hospital, other Provider agencies, as well as the Agency. The appointment of a Quality Improvement (QI) Manager, either a Paramedic or Registered Nurse, is a contractual obligation.

- A. The Contractor shall complete and submit all data and information required by the Agency within the timelines identified in this RFP, including the Agreement, and Agency Policy, Procedures, and Protocols and any amendments thereto. Current data reporting requirements are:
1. Patient Care Reports (PCRs) shall be delivered to the department receiving the patient at the time of patient delivery at least 95 percent of the time during any rolling three-month time period.
 2. PCR data, utilizing an electronic PCR system and incorporating data elements identified in MVEMSA Policy 620.30 – EMD Provider Agency/Ambulance Data Requirements, at least 95% of the data must be submitted electronically, in a format approved by the Agency, within three (3) Business Days of a transport occurring.
 3. Quality Improvement data must be submitted in compliance with Agency Policy 620.10 – Quality Improvement and System Evaluation.
 4. Any other data requested by the Agency, shall be submitted within requested timelines.

B. The Bidder shall submit a quality improvement (QI) program plan meeting the requirements identified above and in compliance with Agency Policy #620.10 – Quality Improvement and System Evaluation. The program plan should describe:

1. A management philosophy and approach focused on achieving an environment of continuous improvement and innovation;
2. Continuous learning and development of staff and management;
3. Service to all internal and external EMS Contractors and customers;
4. Commitment to participate in and contribute to the Agency QI process;
5. Commitment to cooperate with system research; and
6. Client/patient interaction to include all of the following:
 - a. Fast, effective medical treatment and transportation to a facility of their choice (unless this is in conflict with Agency Policies, Procedures, and Protocols and any amendments thereto), regardless of ability to pay;
 - b. Full information regarding the immediate treatment needed with the right to refuse any treatment or service;
 - c. Full explanations of bills about which the patient has questions;
 - d. Confidential treatment of medical records in compliance with all applicable laws;
 - e. Communicating with patients during transport (or later), and answering all questions promptly;
 - f. Billing insurance or third-party payor as part of the service to the patient; and,
 - g. Retention of patient records and patient access to their records.

2.7 Vehicle, Medical, and Communication Equipment Requirements

A. Vehicles

All vehicles used to meet the contractual obligations identified in this RFP shall meet the Federal KKK-A-1822 and Title 13 of the California Code of Regulation standards in effect at the time of original manufacture of the vehicle. No ambulance vehicles utilized under the exclusive Agreement for the purpose of patient response and transportation shall be operated as a primary emergency response vehicle once their mileage exceeds 230,000 without approval from the Agency. Non-primary emergency response ambulances (back-up ambulances) shall not be utilized once their mileage exceeds 300,000 without approval from the Agency.

As noted in Section 1.1, Calaveras County is geographically challenging and experiences seasonally significant weather at higher elevations and at times may experience snowfall to much lower elevations. Additionally, many areas of the County may be subject to responses off-road year round. *The Bidder's that include a plan to utilize four-wheel drive ambulances at a minimum of 25% of their proposed ambulance fleet will receive a bonus of 15 additional points toward the total point score.*

Each vehicle shall have markings advertising the 9-1-1 emergency number. Each vehicle shall meet ambulance equipment standards of the State of California and the Agency.

The use of Automatic Vehicle Locators (AVLs) and GPS mapping technology is strongly encouraged in this RFP. As advances in technology or infrastructure occur, utilization of an AVL system will be required. The AVL system must interface with the Authorized EMS Dispatch Center CAD system. The Contractor is responsible for all fees associated with the purchase and monthly operations of the AVL system.

B. Communications

The Contractor will be responsible to install and maintain all telecommunications equipment on the appropriate frequencies necessary to complete the scope of work as identified in this RFP. The current system uses MedNet 9 (as the primary dispatch frequency). The Agency holds and maintains the license for the MedNet frequencies. Additionally, the Contractor will be responsible to:

1. Develop a frequency sharing plan with CalFire, U.S. Forest Service, and

county-based fire departments/districts, including CALCORD and any other frequencies that may be utilized in the County; and.

2. Implement and pay for any ancillary communication options such as a paging system, and cellular or satellite telephones.

C. Medical Equipment, Medications and Supplies

The Contractor will be responsible to stock each ALS or BLS ambulance or ALS non-transport vehicle in compliance with Agency Policy 407.00, Equipment and Medication Inventory.

2.8 Expenditure and Revenue Assumptions for Proposal Development

The Agency requires all Bidder's to use the same assumptions to allow equitable comparison among the Proposals. There will be no general County or Agency subsidy for this procurement. It is the Agency's desire to encourage Proposals that achieve a balance in service, cost and the subsequent rate charge. Projected revenue from alternative revenue plans shall be specified separately. All expenditure and revenue sources must be clearly listed and assumptions documented. Since expenditure and revenue projections will be compared among all Bidder's, the Agency requires that information be provided in the format and with the level of completeness and detail specified herein.

In order to develop expenditure and revenue forecasts, please use the following assumptions

- A. **Number of transports:** The number of transports, 9-1-1 and interfacility, is provided for purposes of proposal development and evaluation only. No guarantee of future revenues or results is made by the Agency. Please see pages, 20, 21, and 22 for a discussion on the number of transports during fiscal year 2011/12.
- B. **Mileage:** The following average transport miles per zone is:

Zone	Average Miles
North	18
South	24
East	39

- C. **Night calls:** 35 percent of all calls are night calls.

- D. **Oxygen:** 60 percent of all calls require oxygen.
- E. The minimum wage for a starting Paramedic shall be comparable to the hourly wages currently paid to Paramedics in Calaveras County.
- F. The minimum wage for a starting EMT shall be comparable to the hourly wages currently paid to EMTs in Calaveras County.
- G. Rates shall be consistent with the level of service provided to the patient, not the level of readiness provided by the Contractor. Critical care transports would be provided at request of Hospitals.
- H. Non-emergency is defined as a Code One call (scheduled at least 60 minutes prior to the requested patient pick up time).
- I. Emergency is defined as a response to any Scene Call or to any request for Ambulance Services for which the patient pick up time is requested to be within less than 60 minutes of the Time of Call.
- J. Minimum staffing on an ALS ambulance is one Paramedic and one EMT. Minimum staffing on a BLS ambulance is two EMTs. Paramedics must be licensed by the State of California and accredited by the Agency and EMTs must be certified as an EMT by an EMS Agency in the State of California.

2.9 Financial Requirements

It is incumbent upon the Bidder to include sufficient information within the Proposal package to allow independent reviewers and Agency staff to determine that the Bidder:

- A. Understands and documents all expenditures associated with the EOA operation;
- B. Has documented all revenue sources; and
- C. Has fully described and documented all of the Bidder's commitments to maintain financial support (if any) for the term of the Agreement.

All financial information contained in the Proposal shall not be considered confidential and proprietary unless specified by the Bidder. Bidder's should submit all required financial information that they consider confidential in a separate, sealed manila envelope clearly marked with this RFP Section number(s) that the Bidder is responding to, and clearly mark the envelope "Confidential."

1. Current Fiscal Operations

Bidder's should be aware that the documents requested will serve to confirm the soundness of their current financial position. The Agency's intent is to award an Agreement only to an organization demonstrating the financial capability to operate successfully. Failure to provide the items listed below will automatically cast doubt on the financial expertise and soundness of Bidder's.

The Bidder must submit a complete set of financial statements, for the most recent five-years of their current operation. One year's financial statement's shall be fully audited and shall include the accountant's footnotes, if provided with the original audit. The remaining four years of financial statements shall be reviewed statements, as defined by the American Institute of Certified Public Accounts (AICPA). If the Bidder does not have a fully audited financial statement, conducted within the past five years, they may submit a reviewed statement in its place. Reviewed statements, in lieu of an audited statement, shall be subject to the limited interpretation that the statements offer.

All of the following financial documents on the Bidder's current operation shall be submitted:

- a. Balance sheets
- b. Profit and loss statements, statements of revenues and expenditures
- c. Statement of changes in financial position
- d. Last completed year cash-flow analysis (shown monthly), for existing ambulance operations only
- e. Aged accounts receivable for ambulance revenues, and for other revenues expected to support ambulance services (if available)
- f. Listing of any loans to officers (business or personal)
- g. Any lines of credit over \$25,000, with maturity, interest, annual payments identifying source and contact address
- h. The Bidder shall describe their current accounting, billing and payroll systems.
- i. The Bidder shall describe any federal or state tax liabilities other than current payroll obligations, copies of any recorded judgment liens; copies of any pending or anticipated claims or litigation that expose Bidder's to

potential damages award or have the potential to impact Bidder's financial standing.

2. Projected Expenditures

The Agency requires all Bidder's to present detailed expenditures by budget category to demonstrate clearly the expenditure assumptions. Projected expenditures must be provided by line item and then broken down on a per-call basis so that the Agency may clearly determine the expenditure impact per call by year for a five year Agreement period on all expenditure assumptions. Costs and projected rates for alternative revenue plans shall be specified separately.

The Bidder shall submit all of the following documentation regarding their projected expenditures:

- a. Paramedic Wages
- b. Paramedic Benefits
- c. EMT Wages
- d. EMT Benefits
- e. Other Personnel Wages
- f. Other Personnel Benefits
- g. Vehicles
- h. Gasoline, Oil, Tires
- i. Vehicle Repair and Maintenance
- j. Vehicle Depreciation
- k. Medical and Communication Supplies and Equipment
- l. Equipment Lease
- m. Equipment Depreciation
- n. Equipment Repair and Maintenance
- o. Facility Purchase, Lease, or Rent
- p. Insurance
- q. Utilities and Telephone
- r. Office Equipment
- s. Office Supplies and Postage
- t. Professional Services
- u. Taxes
- v. Other Expenditures

3. Clinical Sophistication/Personnel

The Bidder will provide the following information regarding their proposed operation:

- a. Define their use of "full time" and "part time" personnel.

A minimum of 50% of the staff must be full time positions.

- b. Define the role of their management personnel.

Management personnel shall include, but not be limited to, personnel who are scheduled for less than 25% of their time in the field.

List number of proposed employees using the format below:

CATEGORY	FULL TIME	PART TIME	TOTAL
Management			
Paramedic			
EMT			
Registered Nurses			
All Others			
TOTAL			

- c. Proposed wage and benefit package to encourage personnel to remain with the system to reduce the turnover rate and to meet all applicable state and federal laws (e.g. Fair Labor Standards Act).

Benefit Package shall include employer taxes, employee retirement, vacation/sick leave, disability and medical insurances, worker's compensation and any other projected employee costs.

- d. Workforce Diversity

The Bidder must submit a Workforce Diversity Plan that is consistent with currently applicable federal, state, and local laws and regulations, to promote diversity of personnel in the organization. Diversity in this context includes establishing opportunities for women and minority personnel.

- e. Proposed salary schedule for all personnel.

- f. Proposed work schedule for field personnel.

The Bidder shall normally schedule so as to provide Paramedics and EMTs at least eight hours of rest between regularly scheduled shifts. Regularly scheduled shift shall be defined as a shift not greater than any 48-hour period, including time worked with another provider, unless approved by the Agency. Regularly scheduled shifts beyond 48 hours shall require specific justification in the Proposal. Justification shall address, at a minimum, issues such as workload, staff-fatigue and costs.

4. Revenue

The Agency assumes that patient care fees will be a major component of financial stability and flexibility. All patient fee revenue projections must be based on the assumptions provided herein, and must be consistent with volume-related expenditure projections. Bidder's must identify all other revenue sources supporting their proposed budget, and must explain how these revenue sources will change as a result of this commitment. Any existing Contractual agreements, or immediately anticipated arrangements including membership programs, must be stipulated in the response to this RFP by the Bidder.

Upon award of an Agreement, the Contractor shall charge no more than the rates authorized under Agreement with the Agency. These rates shall be based upon the rates submitted by the Bidder in response to this RFP and shall be the maximum allowable rates for the first two years of the Agreement. Thereafter, adjustments to this rate structure may be increased annually, based on the following:

- a. Rate Increases – The CONTRACTOR may apply to the Agency to adjust rates annually after June 30, 2017, by utilizing the following formula:
 - i. The Consumer Price Index (CPI) for Medical Services from the US Department of Labor, Bureau of Labor Statistics, multiplied by 100% of the payor source mix (PSM) divided by the Commercial payer source mix (CSPM), $(CPI \times 100\% (PSM) \text{ divided by } (CSPM) = \text{rate increase}$.
 - ii. For increases up to 5.99% greater than those identified in the formula set forth in subsection i above, Contractor may apply to the Agency Board of Directors for approval.

- iii. Any increase in rate structure greater than 6.00% than those identified in the formula set forth in subsection i above, must be approved by the County Board of Supervisors.
- iv. The Contractor shall have the burden of providing proof of the need to raise such rates, and shall be responsible to pay any costs associated with any audit conducted in an effort to provide such proof.
- v. Medicare and Medi-Cal – Contractor shall accept Medicare and Medi-Cal assignment.
- vi. Bidder shall document their policy concerning hardship cases and write-offs, when billing individuals and families that are considered by the U.S Department of Health and Human Services to be at 100% , 200% and 300% of "Poverty Guidelines." These policies should provide a detailed explanation of the circumstances under which self-pay patients will be charged a reduced rate or written off. The table below shows the 2012 "Poverty Guidelines." For additional information on federal poverty guidelines visit the Federal HHS web site: <http://dhhs.gov/poverty>.

2012 HHS Poverty Guidelines

Size of Family Unit	48 Contiguous States and D.C.
1	\$11,170
2	15,130
3	19,090
4	23,050
5	27,010
6	30,970
7	34,930
8	38,890
For each additional person, add	3,960

- vii. Bidder's may be allowed alternatives to traditional fee-for-service arrangements on a case-by-case basis as long as the Contractor is not shifting additional costs to other patients or their payors. Any form of capitation agreement with managed care organizations must demonstrate to the Agency's satisfaction that the rates are calculated on a basis that is consistent with reimbursement from other third-party payors in the area. Please describe any proposed arrangement other than fee for service. The Agency must approve any alternate arrangements in the Agreement negotiated with the successful Bidder(s).

- viii. Utilizing the information provided in Section 2.8 of this RFP, the Bidder shall submit their proposed:
- a) Revenue amount assumed for calculating Bidder's budget;
 - b) Direct revenue sources and revenue amount;
 - c) In-kind revenue sources and revenue amount;
 - d) Sponsoring organization, if any, commitment to financing, and the legal authority to continue this commitment throughout the term of the Agreement;
 - e) Emergency and non-emergency ALS rate;
 - f) Emergency and non-emergency BLS rate;
 - g) CCT rate;
 - h) Mileage rate;
 - i) Night call rate;
 - j) Oxygen rate;
 - k) Supply rate;
 - l) Dry run rate;
 - m) Treat and release rate;
 - n) Against Medical Advice rate;
 - o) Utilizing the rates provided in response to items A through N above, calculate the average rate per call if the rates proposed by the Bidder were implemented;
 - p) Hourly ALS standby rate;
 - q) Hourly BLS standby rate;
 - r) Justification for each rate provided in response to this RFP; and
 - s) Protocols for handling of instances of non-transport.

The Bidder that submits the most competitive rates shall receive the maximum points in this category.

5. Billing/Collection Program and Data Integration

The Bidder shall have a data processing, billing, collection, and accounts receivable management system that incorporates the following components:

- a. Generate and electronically bill Medicare and Medicaid.
- b. Be HIPAA and HITECH compliant at the time of Agreement execution.
- c. Support claiming from third-party payors, private-pay patients, special Contracts, Diagnosis Related Group transports, and other special arrangements.

- d. Produce accurate and detailed itemized statements that shall list all procedures and supplies employed, unless included in base rate.
- e. Support response to patient and third-party payor inquiries regarding submission of insurance claims, dates and types of payments made, itemized rates, and other inquiries.
- f. Provide daily, monthly, and annual reports that furnish clear audit trails, including details of accounts receivable, payments and adjustments experience.
- g. An audit trail shall exist linking reported responses to transports to calls billed for service.
- h. Support monitoring of employee accuracy and completeness in completing required operations.
- i. Support updates of account type, addresses, and other pertinent patient and third party payor data.
- j. Include procedures and reports to process accounts requiring special attention. These procedures shall cover at least the following:
 - i. Assignment of follow-up based on accounts receivable aging reports;
 - ii. Reminder mailings;
 - iii. Telephone collection methods;
 - iv. Policy regarding use of collection agents;
 - v. Policy regarding write-off of accounts receivable;
 - vi. Identifying and pursuing alternative third party payments and other reimbursements; and
 - vii. Policies for hardship cases and write-offs.
- k. The collection of fees on-scene is prohibited.
- l. The Bidder shall describe the core functionality of their proposed electronic claims management system as it relates to data processing, billing, collection, and accounts receivable management system.

6. Capital Financing:

Bidder's must demonstrate the ability and firm commitment to maintain:

- a. Sufficient financial capacity to commence all services listed in this RFP on or before July 1, 2015; and,

- b. Sufficient financial resources to maintain all services for the Agreement period of five years.
- c. A source of capital to meet the initial investment and ongoing capital needs of the operations for each Proposal.

Training Requirements

2.10 Personnel Training Requirements

The Bidder shall agree to require all ALS personnel to have initial certification within twelve months of hire in the following: Advanced Cardiac Life Support (ACLS); Pediatric Advanced Life Support (PALS), Emergency Pediatric Care, or Pediatric Emergency Pre Hospital Providers (PEPP); Basic Trauma Life Support (BTLS), International Trauma Life Support, AAOS-Assessment and Treatment of Trauma, or Pre Hospital Trauma Life Support (PHTLS). Staff that previously received initial certification in the above referenced courses and maintained their recertification shall not be required to acquire initial certification. ALS staff shall be required to meet recertification requirements approved by the Agency every two years.

Contractor shall require that all ALS personnel complete patient care documentation education on an annual basis.

Additionally, the Bidder shall agree that personnel will meet the requirements outlined in Agency Policy 852.00 – NIMS Compliance.

Contractor shall furnish, in-house or by an Agency approved Subcontract, a continuing education program. The program will allow personnel to be compensated while meeting the State of California recertification or relicensing requirements. Additionally, the program will address any training requirements outlined in the Agreement.

2.11 Training Program

The Contractor shall agree to provide for the field training of EMTs, Paramedics, and MICNs through Contracts with training institutions.

2.12 Trial Studies/Research

The Contractor will participate in any trial studies or field research that the Agency is conducting.

2.13 First Responder Training and Coordination

First responder agencies are an integral part of a quality EMS system and the Contractor is required to document its experience and planned future efforts to coordinate with first responder agencies. The Contractor must demonstrate their ability to integrate their service, including educational support with existing first responder and allied agencies. Regular training programs provided by the Contractor and routinely scheduled coordination meetings with these agencies are expected. All training shall be consistent with the Agency Policies, Procedures, and Protocols and any amendments thereto. Specific commitments with regard to this coordination and training must be provided in the response to this RFP. Any proposed agreements addressing coordination, training, services, etc., with first responder agencies are subject to approval by the Agency. The Contractor is required to become a Continuing Education Provider through a process administered by the Agency or contract with an approved continuing education provider to provide that service on their behalf.

The Bidder shall describe its planned activities regarding coordination, provision of training and resupply with the first response system which includes primary and secondary PSAPS, fire departments/districts, and law enforcement agencies. Specific plans must include methodology for all of the following:

- A. Assessing first responder training needs.
- B. Providing training for first responder's.
- C. Establishing ongoing communication with the first responder agencies.
- D. Resupplying first responder agencies with supplies as identified in this Section.
- E. The return of first responder personnel to their area of service if they accompanied the patient during transport to a receiving destination.
- F. Any other commitment to the first responder agencies.

At a minimum, the Contractor shall re-supply all first responder agencies with disposable BLS supplies and exchange oxygen tanks at no cost to the first response agency. Additionally, for any department that provides Advanced EMT or ALS First Response, Contractor shall re-supply ALS disposable supplies and serve as a clinical site for Advanced EMTs and Paramedics going through the accreditation process.

2.14 Safety and Risk Program

The Bidder's shall provide a Safety and Risk Management program that shall at a minimum include:

- A. A safety manual that ensures compliance with federal and state OSHA requirements, including blood and air borne pathogens exposure.
- B. An orientation program that instructs all new employees in safety practices and prepares the employees to avoid risk; protect them from danger; and preserve them from loss. Employee orientation shall also include programs to include assurance that personnel are prepared to respond to emergency requests; cultural competency; EMS for Children; conflict resolution; and assaultive behavior management.
- C. A training program for all managers and supervisors to ensure that they can properly instruct the employees in safety programs and to properly investigate all safety incidents.
- D. A designated employee must be responsible for the safety and risk program and they must have received formal training on risk and loss issues.
- E. The safety and risk program shall start in the employment application phase and must include the following:
 - 1. An employment physical exam; and,
 - 2. Physical capacities evaluation that is fair, nondiscriminatory, and commensurate with job requirements.
- F. An emergency vehicle operator-safety program.
- G. A continuing education program for all employees on safety and health issues that is scheduled no less than bi-annually.
- H. Annual DMV Driver's License checks on all ambulance personnel.

2.15 Legal Entity

The Bidder must be a legal entity qualified to do business in the State of California, including but not limited to, active status with the Secretary of State. The Bidder must also meet one of the following requirements:

- A. The Bidder must provide written documentation that shows that Bidder complies with all applicable State, Federal and local laws regarding its ability to perform the services requested, including but not limited to, all necessary licenses and certifications; or
- B. If the Bidder relies on the prior experience or unit-hour production of a partner, shareholder, or constituent governmental agency for the purposes of meeting the requirements of this RFP, then:
 - 1. The Bidder, and its proposed partner, shareholder, organization, or governmental agency must provide written documentation that shows that Bidder, in conjunction with its proposed partner, shareholder, organization, or governmental agency complies with all applicable State, Federal and local laws regarding its ability to perform the services requested, including but not limited to, all necessary licenses and certifications;
 - 2. Each partner, shareholder, or governmental agency must individually be prepared to guarantee that all of the Agreement requirements will be met and be jointly and severally liable for any breach of Agreement, tort, rule violation, infraction, or penalty imposed;
 - 3. Written documentation shall be submitted that describes the precise nature of the legal relationship of the partners, shareholders or constituent governmental agencies, including an opinion letter from legal counsel, currently admitted to the California State Bar, confirming the legal validity and enforceability of the Agreement; and,
 - 4. The Agency must approve any agreement between two or more entities that form a separate legal entity to respond to this RFP.

2.16 Insurance Requirements

The successful Bidder shall obtain and maintain in full force and effect throughout the term of the Agreement, such insurances as set forth herein. The successful Bidder shall assume full financial responsibility for its personnel, including all deductions of Social Security and withholding taxes and required contributions to state and federal unemployment compensation funds. The successful Bidder shall include all Subcontractors as insured under its policies or

shall furnish separate certificates or endorsements for each Subcontractor. All Subcontractors shall be subject to all of the requirements stated herein.

The successful Bidder shall provide Certificates of Insurance, evidencing such coverage, to the Agency before the commencement of any work under this Agreement.

Insurance requirements for the Contractor's local operation in Calaveras County are as follows:

- A. Combined public liability, general liability, bodily injury and property damage liability insurance in an amount of not less than five-million dollars (\$5,000,000) in coverage for each occurrence;
- B. Medical liability and automobile liability insurance in an amount of not less than one-million dollars (\$1,000,000) in coverage for any injury or death arising out of any one (1) occurrence, and each of said insurance coverage shall have an annual aggregate limitation of not less than two-million dollars (\$2,000,000);
- C. The above referenced insurance policies shall name the County of Calaveras, its officers, agents, and employees, and the Agency, its officers, agents, and employees as an additional named insured. Such coverage for said additional named insurance shall be primary insurance and any other insurance, or self-insurance, maintained by the County of Calaveras, its officers, agents, and employees, the Agency, its officers, agents, and employees shall be secondary and excess only and not contributing with insurance provided under the Contractor's policies. The insurance shall not be cancelled or changed to restrict coverage without a minimum of thirty (30) calendar days written notice given to the Agency and the County Risk Management Division. If such insurance policies have a deductible, or if a Self-Insurance Retention has a deductible, such deductible shall be in an amount not less than ten-thousand dollars (\$10,000) per occurrence; and
- D. Worker's compensation insurance providing full statutory coverage, in accordance with California Labor Code, for any and all of the Contractor's personnel who will be assigned to the performance of the Agreement by the Contractor in accordance with the California Labor Code.

2.17 Performance Security Provisions

The successful Bidder shall furnish, within 14 calendar days of Agreement award, performance security in an amount of \$100,000 in any of the following forms. The performance bond shall be considered liquidated damages in the event of Agreement default. Bond options are:

A. Performance Bond

A performance bond issued by a bonding company, appropriately licensed as a California admitted surety, provided that the language of such performance bond shall recognize and accept the requirement of immediate release of funds to the Agency upon determination by the Agency that Contractor's performance is dangerous to the public health or safety, and recognizing that any legal dispute by the Contractor or the bonding company shall be initiated and resolved only after release of funds to the Agency.

B. Bank Deposits, Certificates of Deposit

1. Such deposits shall be purchased or an account opened so that the principal and interest are payable to the Agency.
2. If the account or certificate is made jointly payable to the Bidder and the Agency, the Bidder shall submit a negotiable order of withdrawal with the bank book or an endorsed certificate.

C. Cash Deposit

Cash, which must be deposited with an escrow holder acceptable to the Agency and subject to an escrow agreement approved by the Agency. Any interest earned on the cash deposited as the performance security shall accrue to the benefit of the Contractor.

D. Combination of the Above

A combination of the above methods of meeting the performance bond requirements that is acceptable to the Agency.

Any performance bond furnished by the successful Bidder(s) in fulfillment of the requirements for performance security shall provide that said bond shall not be canceled by the bonding company for any reason except upon 30 calendar days advance written notice to the Agency. Not later

than 20 calendar days following the commencement of the 30 calendar day notice period, the successful Bidder(s) shall provide to the Agency replacement security acceptable to the Agency in the form of a performance bond, or in one of the other forms, or combination thereof, herein provided for. Failure to meet the bonding requirements after cancellation of a bond shall constitute a Material Breach of Agreement. The performance security may be adjusted annually on the Agreement anniversary date (July 1) based on the change in the Consumer Price Index for the category of All Urban Consumer, West Urban, over the 12-month period beginning December 1 and ending November 30 immediately preceding the adjustment date.

Failure of the successful Bidder to meet these performance security requirements after the successful Bidder(s) has been selected, and prior to Agreement start date, shall result in forfeiture of the award and immediate termination of the Agreement.

2.18 Penalties for Failure to Meet Performance Standards

Failure to meet performance standards will result in the assessment of penalties as outlined below. Performance standards may be revised by the Agency throughout the term of the Agreement consistent with modifications in EMS operational and medical standards that are adopted by the Agency and revised when necessary. The Agency will provide written notification of any revisions to performance standards sixty (60) calendar days prior to the effective date of the revision. The Agency and Contractor shall act in good faith to revise the Agreement regarding performance standards if indicated.

The Agreement awarded to the successful Bidder(s) shall include the following penalties:

A. EOA Zone Response Times

Penalties will be automatically assessed for not meeting response time requirements per compliance period per zone. The penalty structure is as follows:

Code 2 Non-Compliance Penalties:

Code 2 non-compliance penalties will not be assessed during the five-year Agreement period. The Agency reserves the right to institute penalties for non-compliance with Code 2 response standards in future Agreements.

Code 3 Non-Compliance Penalties:

Minutes Exceeding Response Time	Penalty Amount Per Response
10:00 to 14:59	\$50
15:00 to 19:59	\$100
20:00 to 24:59	\$200
25:00 to 34:59	\$300
Greater than 35 minutes	\$500
Plus:	
Failure to Meet 90% Compliance	Penalty Amount
89 to 89.99%	\$500
88 to 88.99%	\$1,000
87 to 87.99%	\$2,000
86 to 86.99%	\$4,000
85 to 85.99%	\$8,000

Failure to address inability to meet response time requirements will result in an investigation into Material Breach of Agreement in addition to the assessment of the penalty.

All funds generated through the collection of Response Time penalties shall be placed in the County System Enhancement Fund. System Enhancement Funds shall be held by the Agency and administered by the County EMSOC to enhance the EMS system in the County.

B. Penalty for Submission of False Information

A penalty of \$1,000 will be levied if Contractor's staff willfully and knowingly encouraged or allowed the false reporting of any information, including financial data, quality improvement data, or medical care information to the Authorized EMS Dispatch Center, Hospital, or Agency. The penalty will be payable to the Agency and will result in an investigation into Material Breach of Agreement in addition to the assessment of the penalty.

C. Penalty for Failure to Furnish Requested Information

For each instance wherein Contractor fails to furnish requested information, the Agency may, at the Agency's option, impose upon Contractor a \$500 penalty. However, such penalty shall not be applied in cases where the cause of such reporting deficiency was beyond Contractor's reasonable control. Simple loss of records and problems with Contractor's own computer

systems shall *not be* considered beyond Contractor's reasonable control. The penalty will be payable to the Agency and will result in an investigation into Material Breach of Agreement in addition to the assessment of the penalty.

D. Penalty for Failure to Respond to a Call, Post, Mutual Aid, or Standby Assignment

For each incidence of failure to respond to a call, post, mutual aid, or standby assignment at the direction of the Authorized EMS Dispatch Center, a penalty of \$2,500 per incident will be assessed. Said penalty shall be paid to the Agency.

E. Penalty for Failure to Submit Electronic Patient Care Record (PCR) Data

For each incidence of failure to provide 95% of electronic PCR data to the Agency within 3 calendar days of a call occurring a penalty of \$500 per calendar day will be assessed until 95% of PCR data has been received by the Agency. Said penalty shall be paid to the Agency.

Failure to address inability to meet submission of electronic PCR data requirements will result in an investigation into Material Breach of Agreement in addition to the assessment of the penalty.

F. Penalty for Failure to Deliver PCRs to Department Receiving Patient

Failure to provide 95% of PCRs during any three-month period at each location to which a patient is delivered will result in a penalty of \$500 each calendar day until 95% compliance is met. Said penalty will be paid to the Agency.

The following table summarizes the penalties listed in this RFP:

Summary of Penalties		
Category	Penalty	Payment to:
Willfully and knowingly falsifying data by staff	\$1,000 & Material Breach investigation	EMS Agency
Failure to provide information	\$500 & Material Breach investigation	EMS Agency
Fail to Respond, Post, Mutual Aid, or Standby	\$2,500 per incident Material Breach investigation	EMS Agency
Failure to submit electronic PCR data within 3 calendar days	\$500 per business day until 95% compliance met. Material Breach investigation if compliance not addressed	EMS Agency
Failure to submit PCR's at destination	\$500 per calendar day until 95% compliance met.	EMS Agency
Response Compliance Period Response Time Evaluation below standard	Penalty for call greater than 10 minutes of response time standard plus penalty for failure to meet 90% compliance	System Enhancement Fund

G. Appeal of Assessment of Penalty

The assessment of a penalty may be appealed following the process outlined below:

1. If the Contractor believes that the assessment of a penalty was in error, they may file an appeal, within fifteen (15) Business Days, of the assessment being levied, to the Calaveras County EMSOC.
 - a. The payment of the penalty being appealed will not be due pending the outcome of the appeal.
2. An Appeal Hearing will be held at the next regularly scheduled EMSOC meeting.
 - a. The Contractor will have the burden of providing proof the assessment of a penalty was in error.
 - b. The EMSOC shall hear the facts that lead to the assessment of a penalty and the reason for the appeal.
 - c. The EMSOC shall render their decision, in writing, regarding the assessment of the penalty.
 - d. The findings of the EMSOC shall be the final appeals process.
 - e. If the assessment of a penalty is not overturned, the penalty shall be due and payable within fifteen (15) Business Days following the Appeal Hearing.

2.19 RFP Implementation Schedule and Requirements

The Contractor must be able to meet all minimum requirements of this RFP and do so within established timelines identified in Section 1.6.

SECTION 3

INSTRUCTIONS FOR SUBMITTAL OF PROPOSAL

CRITICAL PROPOSAL PROCESS ISSUES

3.1 Request For Proposal Deadline

The Bidder's Proposal in response to this RFP must be received at the Mountain-Valley EMS Agency by 3:00 p.m. PST on Tuesday, July 24, 2014. The Proposal must be in a sealed package, with the name and address of the Bidder, Request for Proposal number, and closing date clearly marked on the outside of the package. For the purposes of this Proposal, the time specified will be as defined by the Date/Time noted on the Agency computer system in the office of the Mountain-Valley EMS Agency. All proposals will be processed in compliance with Agency Policy: Final Receipt and Initial Evaluation of a Proposal for an EOA. PROPOSALS RECEIVED AFTER THIS DEADLINE WILL BE REJECTED.

Proposal must be sent by registered or certified mail or delivered personally during normal business hours to:

Mountain-Valley EMS Agency
1101 Standiford Avenue, Suite D-1
Modesto, California 95350
Attention: Calaveras RFP Coordinator

3.2 Pre-Proposal Conference (Mandatory)

A pre-Proposal conference will be held to discuss all relevant issues associated with the Request for Proposal. **Attendance is mandatory.** Each Bidder will be limited to a maximum of four (4) representatives in attendance. Please contact the Calaveras RFP Coordinator at the Mountain-Valley EMS Agency at (209)529-5085 to confirm your participation at the Pre-Proposal Conference.

The location, date and time of the Pre-Proposal Conference will be as follows:

Mark Twain Medical Center
Education Wing
768 Mountain Ranch Road
San Andreas, CA
Wednesday, April 2, 2014
10:00 a.m.

The Bidder must carefully examine the terms and conditions expressed in this Request for Proposal and become fully informed as to the requirements set forth therein. If a Bidder finds discrepancies or omissions in the Proposal, or has any doubt as to the true meaning of a requirement, they may request in writing, an interpretation or correction thereof at the Pre-Proposal Conference. Please submit all questions, no later than March 7, 2014, to:

Mountain-Valley EMS Agency
1101 Standiford Avenue – Suite D-1
Modesto, CA 95350
Attn: Calaveras RFP Coordinator
Fax: 209-529-1496

All inquiries shall be directed to the Calaveras RFP Coordinator or their designee. Contact with any other Calaveras County or Agency employee, appointed or elected official by the Bidder, relating to this RFP, is prohibited. Failure to comply with this request may be considered cause for rejection of your bid.

The pre-Proposal conference may be taped. **Oral answers given at the conference will not be binding on the Agency. A written response, addressing all questions received prior to and at the Bidders Conference, will be provided by the Agency to all Bidder Conference attendees.**

Any change in the Request for Proposal will be made only by written addendum, duly issued by the Mountain-Valley EMS Agency, to each firm in attendance at the mandatory pre-Proposal Conference. The Agency will not be responsible for any other explanations or interpretations.

PROPOSAL PROCESS RULES

3.3 Rules for Withdrawal or Revision of Proposals

A Proposal that is submitted prior to the deadline may be withdrawn or revised anytime prior to, but not after, the deadline for receipt of Proposals, provided that the request for withdrawal or revision is in writing and executed by the Bidder's Duly Appointed Officer. The request for withdrawal or revision of the Proposal must be filed with the Mountain-Valley EMS Agency, before the deadline for the receipt of Proposals. The withdrawal of a Proposal shall not prejudice the right of a Bidder to submit a new Proposal, provided the Bidder can submit the new Proposal by the deadline stated herein. Upon withdrawal of a Proposal, the Submission Fee shall be returned to the Bidder in full.

3.4 False or Misleading Information

Proposals which contain false or misleading information, data or statements, or which provide references which do not support an attribute or condition claimed by the Bidder, may be rejected. If, in the opinion of the Agency, such information was intended to mislead the Agency in its evaluation of the Proposal, and the attribute, condition or capability is a requirement of this Proposal, it will be the basis for rejection of the Proposal.

3.5 Subcontracting

Any Bidder using a Subcontractor(s) must clearly explain the services to be performed and the compensation to be provided to the Subcontractor(s) and list the name(s) of the Subcontractor(s) providing work under this Proposal. The selected Bidder will be fully responsible for all work performed under this Proposal and will be considered as the Primary Contractor. Any subcontracts, or other legal arrangements entered into by the Bidder are the sole responsibility of the Bidder. Any Contract that is entered into between the selected Bidder and the Subcontractor(s) shall contain provisions for federal and state access to the financial records, documents, records, and inspection of work. Any subcontracts proposed as part of a successful Bidder's response to this RFP must be approved by the Agency.

3.6 Confidentiality

All public records of the Agency are available for disclosure except the contents of the Proposals received in response to an RFP, which are not open for public review until the awarded Bidder and the Agency have signed the Agreement. The working documents, evaluation tools and notes of the Proposal Screening Committee and Proposal Evaluation Committee are exempt from disclosure.

In the event that an unsuccessful Bidder files an official request to view the awarded Bidder's Proposal, the Agency must comply with the appropriate public disclosure procedures. However, information specifically designated in the Proposal as proprietary will not be made available.

Except as noted below, all material submitted in response to this RFP shall become the property of the Agency at the end of this RFP process. As owner of this material, the Agency shall have the absolute right to disseminate the information contained therein as it deems proper.

Notwithstanding the above, if the Bidder feels that any information provided as part of their proposal under this RFP should be treated as confidential, and is exempt from the California Public Records Act, the Bidder should so state in its proposal. With each RFP response claimed to be confidential, the Bidder should include a statement as to the basis for confidentiality specifying any exemption in law. The Agency shall review such claim(s) of confidentiality and the basis under which each claim is made. The Agency shall have the sole discretion and exclusive authority to determine if any other party has properly obtained the right to have access to this confidential information.

While the final decision regarding confidentiality shall be made by the Agency, the Bidder will be offered an opportunity to withdraw the material from the Proposal if a claim to confidentiality is denied. The Bidder should realize that withdrawal of materials might result in an incomplete Proposal or one that fails to meet proposal minimum standards.

It is the Agency's intent that the contents of all proposals, correspondence, agenda, memoranda, or any other medium that discloses any aspect of a Bidder's Proposal shall be held in the strictest confidence until the Agreement is awarded and signed. The contents of all working papers, trade secrets, proprietary data, and discussions relating to the Bidder's Proposal shall be held confidential indefinitely as allowed by law, unless the public interest is best served by an item's disclosure because of its direct pertinence to the evaluation of the Proposal. See Section 2.9 for specific instructions concerning the submission of financial information deemed proprietary by Bidder.

3.7 Public Agency Participation

Any public agency, i.e., city, district, public authority, public agency, municipality and other political subdivision or a public corporation of California (hereinafter referred to as Public Agency) located in the State of California shall have the option of participating in any award made as a result of this RFP at the same prices, and terms and conditions.

Neither the County nor Agency are agents, partners, nor representatives of such public agency, and are neither obligated nor liable for any financial responsibility in connection with purchase orders issued by a Public Agency

3.8 Proposal Terms And Conditions

This RFP itself is only a reference point to the Agency's standard general terms and conditions and is not the Agreement. The Bidder agrees to incorporate by

reference the Agency's solicited Proposal, the Bidder's responding Proposal and any other documentation deemed necessary by the Agency into any Agreement that may be derived from this Proposal.

The Agency reserves the right to withhold an award of the Proposal for a period not to exceed 180 calendar days from date of closing. All Proposals shall remain in effect for at least 180 calendar days after the Proposal closing date.

The successful Bidder will be required to enter into a negotiated and final Agreement with the Agency, specifically identifying the scope of work as well as the Agency's general terms and conditions.

Any Agreement that may be developed as a result of this Proposal will not become legally binding until approved by the Agency Board of Directors.

3.9 Proposal Submission Fee

A submission fee, refundable to the non winning bidder(s), and payable to the Mountain-Valley EMS Agency shall be submitted with each Proposal. The Proposal submission fee is as follows:

A Proposal for one Ambulance Zone	\$3,500
Each additional Ambulance Zone	\$500

EXAMPLE:

Submit Proposal for one zone	\$3,500
Submit Proposal for two zones	\$4,000
Submit proposal for three zones	\$4,500

Failure to submit this fee with the Proposal submission shall be cause for rejection of Proposal.

3.10 General Information

The following general information shall apply to this RFP:

- A. Each Proposal must be submitted on such forms provided herein (if provided in the Proposal);

- B. The cost for developing and preparing the Proposal is solely the responsibility of the Bidder whether or not any award results from this solicitation. Further, the cost of developing and preparing responses to the Proposal will not be allowed as direct or indirect charges under any resulting Agreement; and
- C. If any portion of this RFP is deemed contrary to law by a court of law, or not approved by the State EMS Authority, that fact shall in no way affect the remaining portions and provisions of this RFP which shall remain in full force.

3.11 Announcement Of Proposals

All Proposals received by the published date and time for submission will be publicly announced in compliance with Agency Policy: Final Receipt and Initial Evaluation of a Proposal for an EOA at:

July 24, 2014 – 4:00 p.m.
Mountain-Valley EMS Agency
1101 Standiford Ave, Ste D-1
Modesto, CA

The name of each Bidder will be publicly read and recorded. All other information contained in the Proposals shall be confidential to avoid disclosure of contents prejudicial to competing Bidder's during the evaluation process. Representatives from organizations submitting Proposals may be present, but attendance at the announcement of the Proposals is not mandatory. No award decision, or exchange of views, will be discussed at the Proposal announcement.

3.12 Qualifications Of Bidder

The Agency may make such investigation as it deems necessary to verify or clarify any information provided by the Bidder to determine the ability of the Bidder to provide the services requested herein. The Bidder shall furnish to the Agency all information and data for this purpose as the Agency may request. The Agency reserves the right to reject any Proposal should the evidence submitted by, or investigation of, the Bidder fails to satisfy the Agency that such Bidder is properly qualified to carry out the obligations of the Proposal and to complete the requirements contemplated therein.

3.13 Disqualification Of Bidder/Rejection Of Proposal

A Bidder may be disqualified and the Proposal rejected, in addition to any other cause for rejection as set forth elsewhere in this Proposal for any, but not limited to, one of the following reasons:

- A. Proof of collusion among Bidder's, in which case all Proposals involved in the collusive action will be rejected and any participant to such collusion will be barred from future bidding on this RFP.
- B. The Bidder's delivery of their Proposal after the deadline specified in the Proposal.
- C. Incomplete information or missing documents as required in the Proposal.
- D. Failure to meet the minimum requirements as set forth in this RFP.
- E. Failure to comply with directing all inquiries to the designated Agency staff person or designee as shown herein.
- F. Contact with any other County or Agency employee, appointed or elected official by the Bidder, relating to this RFP.
- G. Submission of a Proposal that contains false or misleading statements, or which provide references which do not support an attribute or condition claimed by the Bidder. If, in the opinion of the Agency, such information was intended to mislead the Agency in its evaluation of the Proposal, and the attribute, condition or capability is a requirement of this Proposal, it will be the basis for rejection of the Proposal.
- H. Failure to submit with their Proposal, an application fee in the amount described in Section 3.9 and payable to the Mountain-Valley EMS Agency.

3.14 Gratuities Prohibited

Neither the Bidder nor any person, firm, or corporation employed by the Bidder shall give, directly, or indirectly, to any employee, appointed or elected official, or agent of the Agency or Calaveras County, any gift, money, or anything of value, or any promise, obligation, or Contract for future reward or compensation, neither during the Proposal process nor during the performance of any Agreement period resulting from this Proposal.

3.15 Agreement Development And Approval

The Agency, following its announcement of the Intent to Award the RFP to the selected Bidder(s) will enter into an agreement with the successful Bidder(s) that is based upon the criteria outlined in the RFP. The Agreement will become legally binding upon the signature by the Chairperson of the Agency Board of Directors and the Bidder's Duly Appointed Officer.

3.16 Independent Contractor

The Bidder, in the performance of any services resulting from this Proposal, is an independent contractor and is not an agent or employee of the Agency or Calaveras County. As such:

- A. All persons assigned by the Bidder to provide service in response to this RFP will not be employees or subcontractors of the Agency or Calaveras County.
- B. The Bidder will be responsible for payment of said persons, including all employee benefits, federal, state or local taxes, contributions or premiums for worker's compensation, unemployment insurance, social security, and income tax or other statutes or codes applying to the Bidder, or its subcontractors and employees, if any.
- C. The Contractor, subcontractor, or employees have no claim under the Agreement that would result in the Agency or Calaveras County being responsible for their vacation pay, sick leave, retirement or social security benefits, occupational or non-occupational injury, disability or illness, or loss of life or income, by whatever cause.

3.17 Federal and State Rules Related to Employment Practices and Non-Discrimination

The successful Bidder shall comply with applicable State of California and Federal laws related to employment and discrimination during the performance of the Agreement.

3.18 Laws and Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology Act (HITECH)

The successful Bidder shall comply with all applicable federal, state and local

laws, rules and regulations ("Laws") that are in effect during the term of the Agreement including without limitations HIPAA and HITECH. The parties shall execute any amendments necessary to implement the Laws or any amendments thereto.

3.19 Federal, State, and Local Taxes

The successful Bidder shall pay all taxes lawfully imposed upon it with respect to this Proposal or any product delivered with respect to the Agreement. The Agency makes no representation whatsoever as to the exemption from liability to any tax imposed by any government entity on the awarded Bidder.

3.20 Legal Considerations/Disputes and Appeals

Any Bidder, by submission of a response to this RFP, shall be deemed to have agreed to be bound by applicable sections of Title 41, "Public Contracts", United States Code and any other applicable Federal State or local laws including County ordinances. Any legal proceedings against the Agency, County, or any state or federal agency regarding this RFP or any resultant Agreement shall be venued in either Calaveras County or Stanislaus County, or the United States District Court, Eastern District of California.

Before any dispute or controversy arising out of or relating to this RFP is taken to a court of law, the parties agree to engage in administrative dispute resolution before the Agency Board of Directors. Only after exhaustion of such internal administrative appeal, shall the parties be entitled to proceed to a court of law or arbitration. If the parties mutually agree in writing to submit a dispute to binding arbitration, California Law shall govern the arbitration, and the parties agree to share equally all arbitrations costs. Only a party prevailing on all issues submitted, either to a court of law or arbitrator shall be entitled to reasonable attorney's fees and costs.

3.21 Occupational Safety and Health Administration (OSHA) Requirements

All material, equipment, or labor submitted under this RFP by Bidder shall meet the current required standards of OSHA. The Bidder warrants that the described material, equipment or labor meets all appropriate OSHA safety and health requirements. Further, it warrants that the said material or equipment will not produce or discharge in any manner or form, directly or indirectly, chemicals or toxic substance that could pose a hazard to the health or safety of anyone who may use the material or equipment or come into contact with the material or equipment.

3.22 Environmental Protection

The Bidder awarded the Agreement resulting from this RFP shall be in compliance with all applicable standards, orders or requirements issued under the Clear Air Act, "Federal Procurement" (42 U.S.C. §7606), Section 508 of the Clean Water Act, " Federal Procurement" (33 U.S.C., §1368), Executive Order 11738 "Providing for administration of the Clean Air Act and the Federal Water Pollution Control Act with Respect to Federal Contracts, Grants, or Loans", and Environmental Protection Agency regulations (40 C.F.R., Part 15) which prohibits the use under nonexempt federal Contracts, grants, and loans to facilities included on the EPA List of Violating Facilities. The Contractor shall report violations to the applicable federal agency and the US EPA Assistant Administrator for enforcement.

3.23 Drug Free Work Place

The awarded Bidder must certify that it will provide a drug-free workplace as set forth by the Federal Drug-Free Workplace Act of 1988.

3.24 Proposal Format

To ensure that comparison of Proposals is as fair and complete as possible all Proposals shall employ the format described in this section. Proposals should be as short as possible while still meeting the full intent of this RFP. Proposals should be limited to 100 pages for content and 100 pages for appendices.

Bidder shall describe Bidder's capabilities and agree to meet or exceed minimum service requirements. All additional commitments and capabilities shall be separately stated within each section, and the costs associated therein shall be separately identified.

Proposals that exceed 200 pages for content and 200 pages for appendices will not be considered for evaluation.

The Bidder's Proposal must follow all of the RFP content requirements in the order in which they appear in Section 3.25 of this document. Proposals that do not conform to the format identified in this RFP will not be considered for evaluation.

- A. Proposals must be typewritten in font size not less than 10.
- B. Proposals must be submitted on standard 8 ½" by 11" paper.

- C. Each section of the Proposal, as identified in Section 3.25 must be clearly labeled utilizing index tabs.
- D. Each page must be clearly and consecutively numbered in the following format:
 - 1. Contents and Appendices shall be numbered separately
 - 2. Formatting for pages numbers shall be ___ of ____
- E. All Proposals must be submitted in the name of the legal entity
- F. Any information that does not fit logically into one of these labeled sections shall be appended to the Proposal. Bidder's are encouraged to place items such as charts, policies and plans as appendices.
- G. Attachments that are included, as appendices, must be labeled identifying the sections and titles identified in this RFP that they are referencing. Appendices shall be labeled as the Appendices Number and Title. i.e., Section 2. – Quality Improvement.
- H. The Proposal must include the forms provided in this RFP.
- I. Bidder must ensure that all forms requiring a signature are signed and completed for each person, partnership, firm, corporation, organization, governmental agency or joint powers agreement involved in the submission of a Proposal.
- J. Each Proposal must have an executive summary that describes, in summary form, the essential elements in the Proposal.
- K. The Bidder must describe in detail its intended method of satisfying the performance security requirements as identified in Section 2.17.
- L. Each proposal that includes separate bids for multiple combinations of Ambulance Zones must submit separate responses to the following proposal sections listed in Sections 3.25.J,L,M,N,P,V
- M. The separate bid sections must be clearly marked to denote the Ambulance Zone(s) to which they refer.

3.25 Required Table of Contents

Each Proposal shall be structured in the order described below:

- A. Cover Letter
- B. Authorization/Verification Forms
- C. Executive Summary
- D. Credentials and Qualifications
- E. Commitment to Incumbent Pre hospital Personnel
- F. Management Personnel
- G. Commitment to Performance Standards
- H. Level of Clinical Sophistication
- I. Quality Improvement Program
- J. Vehicle, Medical, and Communication Equipment
- K. Current Fiscal Strength
- L. Projected Expenditures
- M. Projected Compensation/Benefits
- N. Projected Revenue
- O. Billing/Collection Program and Data Integration
- P. Capital Financing
- Q. Commitment to Insurance Requirements
- R. First Response Training and Coordination
- S. Safety and Risk Management Program
- T. Legal Entity Status
- U. Performance Security Method
- V. Commitment to Take Over Provisions
- W. Commitment to Training Requirement
- X. Commitment to Trial Study/Research
- Y. Commitment to Training Programs
- Z. Appendices

3.26 Proposal Submission Fee

Ensure that Proposal contains the Proposal Submission Fee identified in Section 3.9, payable to the Mountain Valley EMS Agency

3.27 Proposals Utilizing A JPA

If Section 2.15.B applies, submit written documentation that describes the precise nature of the legal relationship of the partners, shareholders or constituent governmental agencies, including an opinion letter from legal counsel, currently admitted to the California State Bar, confirming the legal validity and enforceability of the Agreement.

3.28 Number/Format of Proposal Submission

Bidder must submit:

- A. One (1) set of original signature documents, which must be signed in blue ink by the Bidder's Duly Appointed Officer. Original copies must be marked as such.
- B. Eight (8) hard copies of each Proposal.
- C. One (1) CD of the Proposal in .pdf format.
- D. Appropriate Proposal Submission Fee.

SECTION 4

Proposal Requirements

4.1 Proposal Response

The Bidder's response to this RFP will determine the extent to which the organization and its key management personnel meet or exceed their demonstrated:

- A. Historical experience, over a minimum of five (5) years, to meet a measurable response-time standard in a rural area with small to moderate sized population centers separated by sparsely populated unincorporated areas as an ALS emergency ground ambulance provider. The population may be located in multiple political jurisdictions which may include cities, counties, states or other jurisdictions;
- B. Commitment to maintaining quality personnel;
- C. Ability to provide a high level of clinical performance as measured by past performance at or above the level of staffing and experience as required in this RFP;
- D. Financial strength, stability, and reputation; and
- E. Expertise in system management, vehicle maintenance, and billing/accounts receivable management.

Proposal Criteria - General Requirements

4.2 Cover Letter

Each Proposal shall have a cover letter, signed by the Bidder's Duly Appointed Officer. The letter shall:

- A. Clearly state for which zone or combination of zones the Bidder is submitting a proposal;
- B. Affirm the Bidder's full understanding and acceptance of all terms set forth in this RFP including the financial projections in the applicant's Proposal;

- C. Certify the completeness and accuracy of all information supplied in the Proposal;
- D. Affirm that the Bidder has not violated any conflict of interest statutes or ordinances; and
- E. State that the Proposal is a firm and binding offer to perform the services stated in this RFP and that the Proposal shall remain firm for at least 180 calendar days after Proposal closing date.

4.3 Authorization/Verification Forms

All Authorization/Verification forms, found in Appendix I, must be completed, signed, and submitted with the Bidder's Proposal.

4.4 Executive Summary

Each Proposal shall have an executive summary that describes, in summary form, the essential elements in the Proposal. The executive summary shall not exceed 3 pages in length.

4.5 Credentials and Qualifications

The Bidder shall submit information on the Bidder's organization to document the Credentials and Qualifications of their organizational, management, and operational experience.

The following requirements and questions must be answered in the following order:

- A. Name and address of organization.
- B. Name and contact information of organization's liaison for the procurement. All questions and correspondence will be directed to this person.
- C. Type of organization or legal entity (e.g. partnership, corporation, etc.) and the state under whose laws the entity is formed, and if applicable, proof that the organization or legal entity is authorized to do business in the State of California.
- D. List the names and addresses and share of ownership of all owners,

shareholders, directors, officers, and corporate linkages of the organization or entity. If the Bidder is a corporation with 30 or more shareholders, provide title, names, and addresses of directors and officers only, and indicate share of ownership held by these individuals. The information provided must include:

1. The names of all current and prior businesses and the number of years in which the entity has done business; and
 2. An organizational chart listing all businesses and owners.
- E. Provide names and affiliations of all other corporations or entities potentially providing services under this Agreement.
- F. List all past corporations or businesses related to emergency and non-emergency transportation that any officer or director has had a financial interest in for the past five (5) years.
- G. Provide a brief narrative description of organization's holdings together with organizational chart depicting entity's infrastructure including multi-site operations. List all financial interests of the organization or parent organization in other related businesses valued above \$25,000.
- H. Provide a narrative description of the organization's experience in providing ALS-level emergency ambulance and related services under a performance-based contract for the most recent five (5) calendar years. Narrative description should include, if applicable, experience providing service in an area with conditions similar to those of the County, e.g., geography, population, call volume, demographics, weather, and payor mix.

Using the format below, document the number of ambulance responses/ transports conducted by the organization in any contract during the most recent five (5) calendar years. Identify each contract area served on a separate chart (maximum of five (5) separate jurisdictions).

<i>Service Area: (please list area in which services were provided.)</i>						
ALS Ambulance Service	Indicate Year	Indicate Year	Indicate Year	Indicate Year	Indicate Year	\$ Amount of Services Provided
Code 3 Responses/Transports						
Code 2 Responses/Transports						
Mutual Aid						
Dry Run						

- I. The Bidder must provide a maximum of five (5) verification forms from all EMS regulatory agencies, where it operates at the advanced life support level. The form shall be submitted directly to the Agency in a sealed envelope. The verification forms can be found in Appendix I.
- J. The Bidder must list all previous documented failures to meet the terms of or refusal to complete their ambulance provider agreements with any EMS regulatory agencies.
- K. List at least two hospital emergency departments and three public safety agencies (i.e., fire department, law enforcement agencies, park rangers, etc.) with which the organization has worked during the past five (5) years and which shall serve as references.
- L. Describe contracts entered into during the past five (5) calendar years regarding emergency ALS/BLS pre hospital delivery of services showing year, type of services, location, and name and address of contracting agency.
- M. Explain any litigation (anticipated, pending or closed) involving the organization or any principal officers thereof, in connection with any performance or service. Explain any medical malpractice suits or judgment liens with a dollar loss (list the actual circumstances, conclusions and dollar loss) for the last 10 years.
- N. Document, for the last five (5) years, the circumstances and final determination of cause for any reportable, as defined by state law or insurance company policy, vehicle accident that involved the Bidder. List accident rate per vehicle and per 100,000 miles driven for the past five (5) years.
- O. Note all workers' compensation claims and losses within the past five (5) years.
- P. List any commitments and potential commitments that would impact assets, lines of credit, guarantor letters, or otherwise affect the organization's ability to perform the Agreement if awarded.
- Q. The Bidder may append no more than five letters of reference specifically related to the organization's current and existing:
 - 1. Agreements and Contracts;

2. Clinical performance as an ALS Contractor;
3. Quality Improvement program effectiveness;
4. Response time performance;
5. Vehicle maintenance and replacement program;
6. Relationships with first responder agencies;
7. Organization's local and/or national reputation as a Contractor of ALS service; and
8. Relationship with labor organizations.

Letters of reference must:

- a. Be signed and dated by the author;
 - b. Fully disclose any direct or indirect business or financial relationship between the author or organization and the Bidder;
 - c. Describe the extent to which the author/organization is familiar with the Bidder and the Bidder's work/performance; and
 - d. Include the author's certification that s/he has read the specific section of the firm's credential submission to which the endorsement is related.
- R. List and state current status and outcome of any prior, current or pending criminal cases or investigations against any Board member, officer or manager of the Bidder.
- S. List and state the current status and outcome of any criminal or civil cases or investigations for Medicare/MediCal statute or Contract violations involving the Bidder and its personnel.
- T. List and state the status and outcome of any investigations for affirmative action violations involving the Bidder and its personnel.

4.6 Commitment to Incumbent Pre Hospital Personnel

The Bidder shall submit a written plan that details:

- A. The preference for consideration of employment of EMTs and Paramedics currently employed in the County who meet the Bidder's employment qualifications.
- B. The transition of the work force, including the incumbent work force if applicable, to meet the needs of this RFP.

4.7 Management Personnel

The Bidder shall provide job descriptions; names and resumes of the proposed personnel; and indicate if the personnel will be located within or outside of the County for the following management positions:

- A. Operations Manager
- B. Training Manager
- C. QI Manager
- D. Maintenance Manager
- E. Manager of Administrative Services (e.g., data processing, billing and collections)
- F. Field Supervisory Staff

Performance Standards

4.8 Performance Standards

The Bidder shall describe how it will meet the following performance standards:

- A. Chute Time Compliance

The Bidder shall describe how it will meet the Chute Time Compliance standard described in Section 2.4 .D of this RFP.

- B. Response Time Compliance

The Bidder shall describe how it will meet the Response Time Compliance standard described in Section 2.4.B of this RFP.

- C. System Status Plan (SSP)

The Bidder shall submit a proposed SSP for each zone it is bidding on, in sufficient detail, to demonstrate that ambulance coverage will be consistently available in a timely manner. The Plan shall address the types of calls identified in Section 2.1 of this RFP, including requests for standby and mutual aid. The submitted System Status Plan shall also meet the requirements identified in Section 2.4 F of this RFP.

- D. Unit Hour Commitment (UHs)

The Bidder is required to provide, utilizing the information provided in Section

2.4 G of this RFP, the minimum number of UHs that will be dedicated to respond to 9-1-1 requests in each Ambulance Zone being bid upon, based upon any twenty-eight (28) day period.

4.9 Clinical Sophistication/Field Personnel

The Bidder shall demonstrate the level of clinical sophistication and diversity that will be possessed by its field personnel. The Bidder shall document its plan to meet the following, based upon the requirements outlined in Section 2:

- A. ALS and BLS employment standards.
- B. Staff recruitment practice.
- C. Ongoing performance standards.
- D. Physical and cognitive skills necessary for the successful performance on this Agreement without excess reliance on outside agencies.
- E. Workforce Diversity Plan.
- F. Continuing Education Plan.
- G. Workload Management and Scheduling Practices.

4.10 Quality Improvement Program

The Bidder shall submit a Quality Improvement (QI) program plan meeting the requirements identified in Section 2.6 of this RFP and in compliance with Agency Policies, Procedures, and Protocols and any amendments thereto.

4.11 Vehicle, Medical, and Communication Equipment Requirements

- A. The Bidder shall describe the equipment, as follows, that they propose to utilize to meet the requirements of the RFP:
 - 1. The number, make, model, mileage, and year of all vehicles. Bidder shall plan on a minimum of one (1) back up ambulance in their proposal;
 - 2. The brand name, model, and number of all communications equipment; and
 - 3. A statement verifying compliance with Agency Policy 407.00 Equipment and Medication Inventory.

B. The Bidder shall submit policies that outline the scheduled replacement for:

1. Each type of vehicle;
2. Medical equipment; and
3. Communications equipment.

C. The Bidder shall submit a detailed plan for the maintenance of:

1. Vehicles;
2. Medical equipment; and
3. Communications equipment.

Financial Requirements

4.12 Current Operations

Bidder shall submit five (5) years of financial statements in compliance with the requirements outlined Section 2.9.1 of this RFP.

4.13 Projected Expenditures

Bidder shall submit projected expenditures in compliance with the requirements outlined in Section 2.9.2 of this RFP.

4.14 Projected Compensation/Benefits

Bidder shall submit projected compensation and benefits in compliance with the requirements outlined in Section 2.9.3 of this RFP.

4.15 Projected Revenue

Bidder shall submit projected revenue in compliance with requirements outlined in Section 2.9.4

4.16 Billing/Collection Program and Data Integration

Bidder shall describe the functionality and management of their proposed data processing, billing, collection, and accounts receivable management system consistent with the requirements in Section 2.9.5.

4.17 Capital Financing

The Bidder shall submit information to clearly demonstrate the source of capital to meet the initial investment and ongoing capital needs of the operations for each Proposal.

4.18 Other Financial Information

The Bidder may submit any other financial information that the Bidder considers relevant to their proposal.

4.19 Insurance Requirements

The Bidder shall document willingness to meet the insurance requirements outlined in Section 2.16 of this RFP.

First Responder System

4.20 First Responder Training and Coordination

The Bidder shall detail its intentions regarding the Bidder's involvement with the first response system which includes primary and secondary PSAPS, fire departments, and law enforcement agencies. Specific plans must include methodology for:

- A. Assessing first responder training needs;
- B. Providing training for first responder's;
- C. Establishing ongoing communication with the first responder agencies;
- D. Resupplying first responder agencies with supplies as identified in Section 2.13;
- E. The return of first responder personnel to their area of service if they accompanied the patient during transport to a receiving destination; and
- F. Any other commitment to the first responder agencies.

Risk Management/Safety/Legal Considerations

4.21 Safety and Risk Management Program

The Bidder must submit their written Safety and Risk Program that meets the requirements identified in Section 2.14.

4.22 Legal Entity

The Bidder shall document its legal entity status in compliance with the requirements in Section 2.15 of this RFP.

4.23 Performance Security Method

Bidder shall describe in detail its intended method of satisfying the performance security requirements as identified in Section 2.17 of this RFP.

4.24 Take-Over Provisions

The Bidder shall document their willingness to adhere to the take-over provisions outlined in the Agreement.

4.25 Training Requirements

The Bidder shall document their agreement to ensure that all appropriate staff meets the training requirements outlined in Section 2.10 of this RFP and in Agency Policy 852.00 – NIMS Compliance.

4.26 Trial Studies/Research

The Contractor shall document their agreement to participate in any trial studies or field research that the Agency is conducting.

4.27 Training Programs

The Bidder shall document their agreement to provide for field training of EMTs, Paramedics, and MICNs through contracts with training institutions.

SECTION 5

SELECTION PROCESS

5.1. Basis of Award

It is the Agency's intent to select a Proposal(s) based on the best balance of quality, price, experience, performance assurance, and integration with system needs. The Agency will award Agreement(s) to the Bidder whose Proposal demonstrates the most responsive and advantageous system to Calaveras County. The Agency shall not be obligated to accept the lowest cost Proposal, but will make an award in the best interest of Calaveras County after all factors have been evaluated.

The Agency reserves the right to reject any or all Proposals or any part thereof, to waive any informalities in the Proposal and minor irregularities, an immaterial or inconsequential defect, or clerical errors, to make an award on the basis of suitability, quality of service(s) to be supplied, their conformity with the specifications and for the purposes for which they are required, and not be confined to cost alone. Proposals may be rejected for any reason identified in Section 3.13 of this RFP. The Agency shall have the sole discretion in making such determination. Written notification, listing the cause(s) for rejection, will be sent to any Bidder(s) whose Proposal(s) is rejected.

If an insufficient number of Proposals in response to this RFP are received, the Agency reserves the right to extend the contract of the current provider(s); re-examine the RFP criteria; and re-release the RFP if necessary.

The Agency reserves the right to cancel or discontinue with the Proposal process and reject any or all Proposals in the event it determines that there is no longer a requirement for the furnishing of such items, materials, equipment and services; funding is no longer available for this Proposal; or it is otherwise in the Agency's best interest to cancel the Proposal process. The Agency may cancel the RFP after Proposal(s) are announced but prior to the award of an Agreement.

5.2. Evaluation Process

A. Proposal Screening Committee

Each Proposal will be screened for completeness and responsiveness to each required section by the Proposal Screening Committee.

The Proposal Screening Committee consists of two individuals, selected from outside of the agency, by the Agency. This committee will identify whether Proposals are responsive in all categories based upon a "Pass/Fail" standard. Proposal Screening Committee members shall determine whether key sections of the Proposals are complete and in the required format. The Proposal Screening Committee will forward onto the Proposal Evaluation Committee, all Proposals that meet the initial screening as well as all notes and written observations made by the Proposal Screening Committee. Proposals that do not meet the requirements of this RFP will be rejected during this initial review process.

B. Proposal Evaluation Committee

Each proposal deemed responsive to the RFP will be competitively evaluated by the Proposal Evaluation Committee.

The Proposal Evaluation Committee will consist of five (5) recognized EMS system experts selected by the Agency Board of Directors as set forth in Subsection C below. The Proposal Evaluation Committee will use the scoring described in Section 5.4, to evaluate the Proposals to recommend an apparent successful Bidder(s).

As part of the evaluation process, the Proposal Evaluation Committee shall contact and evaluate the Bidder's references; contact any current users of a Bidder's services; solicit information from any available source concerning any aspect of a Proposal; and seek and review any other information deemed pertinent to the evaluation process. Site visits to the Bidder's offices, substations or Contract sites may be conducted by the Proposal Evaluation Committee. The Proposal Evaluation Committee will forward their recommendation to the Agency..

C. Board of Directors

The Agency Board of Directors shall appoint the Proposal Evaluation Committee to review the submitted proposals.

1. The Agency will submit, to the Board of Directors, a list of names of system experts to serve on the Proposal Evaluation Committee.
2. The Board of Directors will appoint five (5) individuals to serve on the Proposal Evaluation Committee.
3. The Proposal Evaluation Committee will recommend to the Agency, the Proposal(s) that best meets the needs of Calaveras County.
4. The Agency may require the successful Bidder(s) to obtain a Pre-Agreement Bond.
5. The Board of Directors will approve the final Agreement with the successful Bidder(s).
6. If the Bidder(s) selected by the Proposal Review Committee refuses or fails to execute the Agreement for Services within thirty (30) business days of announcement of an Intent to Award, the Board, after receiving further recommendation from the Agency Executive Director:
 - a. May award the Agreement to any of the remaining Bidder's whose Proposal best serves the ambulance needs of the County; or,
 - b. May reject all the remaining Proposals.

D. Conflict of Interest

All Proposal Screening Committee and Proposal Evaluation Committee member's, shall be carefully screened by the Agency for potential conflicts of interest. Each Committee participant shall be required to complete a conflict of interest disclosure statement. Any identified potential source of conflict shall be evaluated by the Agency. Those potential Committee participants with a conflict of interest, as determined by the Agency, will not be allowed to participate in the screening or evaluation process.

5.3 Proposal Screening Process

The Proposal Screening Committee will review Proposals to ensure that the following required components of this RFP have been submitted:

Category Description
Cover Letter
Authorization/Verification Forms
Executive Summary
Credentials and Qualifications
Commitment to Incumbent Pre Hospital Personnel
Management Personnel
Performance Standards
Clinical Sophistication/Field Personnel
Quality Improvement Program
Vehicle, Medical, and Communication Equipment Requirements
Current Operations
Projected Expenditures
Projected Compensation/Benefits
Projected Revenue
Billing/Collection Program and Data Integration
Capital Financing
Other Financial Information
Insurance Requirements
First Responder Training and Coordination
Safety and Risk Management Program
Legal Entity
Performance Security Method
Take-Over Provisions
Training Requirements
Trial Study/Research
Training Programs
Appendices

The Proposal Screening Committee will forward to the Proposal Evaluation Committee all Proposals that met all of the proposal screening requirements and were not found to be disqualified for any reason described in Section 3.13. Proposals shall be subjected to the following review and scoring process.

5.4 Proposal Evaluation Process

A. Evaluation of Proposals

The Proposal Evaluation Committee will review and discuss those Proposals that pass the initial screening process conducted by the Proposal Screening Committee.

Committee members will use an iterative process of independent comparative review followed by group discussion and independent scoring and then will repeat the process.

Each member of the Proposal Evaluation Committee shall complete an individual Proposal Score Sheet and score each section of each Proposal according to the individual reviewer's assessment of the relative strengths and benefits.

Preliminary score sheets and notes of the Proposal Evaluation Committee members will not be shared among Proposal Evaluation Committee members to avoid inter-rater bias in the interest of encouraging frank communication between the members of the Committee.

During its discussions, the Proposal Evaluation Committee will not allow any public testimony or the introduction of any new materials or information. The Agency reserves the right to obtain information from a Bidder to provide clarification or verification of any point in a Proposal.

The Proposal Evaluation Committee shall make its recommendations to the Agency that may include the recommendation that any or all Proposals be rejected.

B. Proposal Scoring Criteria

Proposals will be scored on the following:

1. Credentials and Qualifications
2. Commitment to Incumbent Pre Hospital Personnel
3. Management Personnel
4. Commitment to Performance Standards
5. Level of Clinical Sophistication
6. Quality Improvement Program
7. Vehicle, Medical, and Communication Equipment
8. Current Fiscal Strength
9. Projected Expenditures
10. Projected Compensation/Benefits
11. Projected Revenue
12. Billing/Collection Program and Data Integration
13. Capital Financing
14. Commitment to Insurance Requirements
15. First Response Training and Coordination
16. Safety and Risk Management

17. Legal Entity Status
18. Performance Security Method
19. Commitment to Take Over Provisions
20. Commitment to Training Requirements
21. Commitment to Trial Study/Research
22. Commitment to Training Programs

Proposals shall be evaluated following the process below:

Step 1. Individual Member Comparative Review

Each member of the Proposal Evaluation Committee shall individually compare Proposal submissions relating to a single element (e.g. Level of Clinical Sophistication).

Step 2. Individual Identification of the Strongest Proposal and Assignment of Maximum Points

Each Proposal Evaluation Committee member shall individually identify the strongest Proposal in each specific category, and shall award the maximum points assigned for that category. If, in the opinion of the individual Evaluator, the top two or more Proposals do not differ significantly, the reviewer shall award the maximum number of points to each of those Proposals for that category.

This process will be conducted to ensure that every Proposal receives the benefit of comparative analysis. For example, a Bidder that submits Proposals for both the North and South Zones separately, and as a combined North/South Zone Proposal, shall have their Proposals analyzed separately (e.g. the combined area Proposal will be measured against the individual area Proposals, as well as the Proposals submitted by other Bidder's).

Step 3. Individual Award of Relative Points to Other Proposals

After assignment of the maximum possible points to the strongest Proposal, the individual evaluator shall then award points for other Proposals in that same category, consistent with the evaluator's assessment of the relative strength of each Proposal.

Step 4. Repeat Process for all Categories

The Proposal Evaluation Committee shall repeat Step 1 through 3 until scores have been assigned in all categories for all Proposals.

Step 5. Group Discussion by Committee

The Proposal Evaluation Committee will discuss the various categories of the Proposals and the scores they have assigned and may reevaluate their scoring, if necessary.

Step 6. Calculate the Average Scores for All Reviewers

When all Proposal Evaluation Committee members have completed Step 5 in the evaluation process, each Committee member's scores shall be tabulated and calculated, out to three decimal points, to determine the average points awarded to each Proposal in each category. Each Proposals category points will be added to determine their overall point accumulation.

Step 7. Recommendation of Best Overall Combination of Proposals

The Proposal Evaluation Committee will weigh each Proposal to determine whether any combination of separate zone Proposals is better than any combination of combined zone Proposals. Additionally, the Proposal Evaluation Committee will rank the Proposals to further evaluate the best Proposal(s) for the County.

Choosing the best Proposal for the County will include an analysis to recommend the best *overall* Proposal(s) for the County, (e.g. A Bidder that comes in 1st in Area A and 2nd in Area B may represent a combined best system for those two Areas, depending upon the ranking of the other Proposals). Therefore, following the initial ranking of the Proposals, a secondary ranking will take place to determine the best combination of Proposals to serve the needs of the County.

C. Scoring of Proposals

Proposals will be scored utilizing the following criteria:

PROPOSAL SCORING TABLE

Description of Scored Element	Points Awarded
Credentials and Qualifications	55
Commitment to Incumbent Pre Hospital Personnel	40
Management Personnel	30
Commitment to Performance Standards	35
Level of Clinical Sophistication	60
Quality Improvement Program	35
Vehicle, Medical and Communication Equipment	25
Current Fiscal Strength	50
Projected Expenditures	35
Projected Compensation/Benefits	25
Projected Revenue	35
Billing/Collection Program and Data Integration	25
Capital Financing	25
Commitment to Insurance Requirements	10
First Response Training and Coordination	50
Safety and Risk Management Program	10
Legal Entity Status	10
Performance Security Method	10
Commitment to Take Over Provisions	10
Commitment to Training Requirements	10
Commitment to Trial Study/Research	10
Commitment to Training Programs	10
Documentation Regulatory Compliance	25
Total Points Possible	630
Bonus Points for the Utilization of 4-Wheel Drive Vehicles	15
Deduction of Points for being in or having been in Financial Arrears/Default on Agreement with an EMS Agency	(5)

D. Recommendation to the Agency

After completing the scoring of the Proposals, the Proposal Evaluation Committee shall review the scoring and other relevant considerations and shall make a written recommendation to the Agency s as to the Proposal(s) that should be awarded.

E. Investigation

The Agency reserves the right to continue its investigation of a Proposal after the Agreement is awarded and throughout the term of the Agreement. The furnishing of false or misleading information during the Proposal process may constitute a Material Breach of Agreement.

F. Clarification/Verification of Information

Any Bidder may be asked to meet with the Proposal Evaluation Committee to provide clarification or verification of answers provided in its Proposal. Agency staff or its delegate may conduct site visits, financial inquiries, or any other reasonable means of determining the accuracy and completeness of information supplied by the Bidder.

G. Disposition of Proposals

All materials which are submitted in response to the Request for Proposals will become the property of the Agency. At the Bidder's request and expense, the Agency may return copies of submitted proposals. The original copy of each Proposal shall be retained for official files.

SECTION 6

POST AWARD REQUIREMENTS AND PROCESS

6.1 Notice of Intent to Award

A "Notice of Intent to Award" will be sent electronically, by the Agency, to all participating Bidder's no later than ten (10) Business Days after the date that the successful Bidder(s) is identified.

6.2 Required Pre-Agreement Bond to Ensure Execution of Agreement

Upon recommendation by the Agency the recommended Bidder(s) will be required to post a \$50,000 bond within 15 Business Days after the Bidder(s) receives notification of his or her recommendation by the Agency. The purpose of the bond is to ensure the negotiation in good faith of a completed Agreement with the recommended Bidder(s). The bond will be returned to the recommended Bidder(s) upon approval of the Agreement for Ambulance Service by the Agency Board of Directors.

6.3 Summary of Final Average Scores

A Bidder may request in writing, after the Notice of Intent to Award announcement has been made, a summary of the final average scores for all submitted Proposals.

6.4 News Releases

News releases by the Bidder(s) pertaining to the award resulting from this Proposal shall not be made without prior written approval of the Agency.

6.5 Debriefing

An unsuccessful Bidder may request a debriefing. The intent of the debriefing will be to provide information on the factors leading to the recommendation and selection of the apparent successful Bidder(s). The debriefing will be held:

Following the submission in writing, via the U.S. Mail, a request for a debriefing. The request shall be signed by the Duly Appointed Officer on behalf of the requesting Bidder. The request must be received within three (3) Business Days of the Agency's release of a "Notice of Intent to Award" at:

Mountain-Valley EMS Agency
Attn: Calaveras RFP Coordinator
1101 Standiford Avenue
Suite D-1
Modesto, CA 95350

Each debriefing will last no more than one (1) hour. The debriefing may be held, at the discretion of the Agency, via conference call. A debriefing is not the forum to challenge the Proposal's specification, requirements, or the selection criteria.

A debriefing must be held, as a first step, if the unsuccessful Bidder wishes to consider filing a protest.

6.6 PROTEST OF AWARD

An unsuccessful Bidder, after completing the debriefing process, may request a Protest Hearing if it believes that its Proposal was most responsive to the requirements of the RFP. The Protest Hearing shall be held:

A. Following the submission of a Letter of Intent to Protest. The Letter of Intent to Protest must be received by the Agency within seven (7) Business Days following the debriefing conducted by the Agency. The Letter of Intent to Protest must meet the following requirements:

1. Letter must be submitted in writing via U.S. Mail and signed by the Duly Appointed Officer on behalf of the protesting Bidder to:

Mountain-Valley EMS Agency
Attn: Executive Director
1101 Standiford Avenue
Suite D-1
Modesto, CA 95350

2. Letter must contain the reason(s) for the protest and cite the law(s), rule(s), regulation(s) or procedure(s) on which the protest is based.
3. The protesting Bidder has the burden of proof to provide all facts and evidence to support their protest.

6.7 PROTEST PROCEDURES

- A. An unsuccessful Bidder, who requests a Protest Hearing, must adhere to the following:
 1. Agree that the protest procedures listed in this RFP shall precede any action in a judicial or quasi-judicial tribunal regarding this Proposal.
 2. Protests that do not follow the outlined procedures shall not be considered.
 3. These protest procedures constitute the sole administrative remedy available to the unsuccessful Bidder.
 4. Upon exhaustion of this remedy, no additional recourse is available with the Agency or County.
- B. The following procedures will be followed to mitigate a protest:
 1. Upon receipt of a "Letter of Intent to Protest", the Agency Executive Director or his/her designee, will attempt to resolve the cause for protest.
 2. If the protest is not resolved within seven (7) Business Days of the request for a Protest Hearing, the unsuccessful Bidder may appeal the Executive Director's decision to the Agency Board of Directors.
 - a. The unsuccessful Bidder shall file a written request, via U.S. Mail, for an "Appeal by the Board of Directors", no later than seven (7) Business Days following the decision rendered by the Executive Director. The written request must be sent to:

Mountain-Valley EMS Agency
Attn: Board of Directors
1101 Standiford Avenue
Suite D-1
Modesto, CA 95350

3. The decision of the Agency Board of Directors, which must be rendered within thirty (30) Business Days, constitutes the final step of the Bidder's administrative remedy.
4. A protest shall be disallowed when, in the judgment of the Agency Executive Director, or his/her designee, or Agency Board of Directors, it has been submitted:
 - a. As a delay tactic for the approval of a Agreement with another Bidder;
 - b. For the purpose of posturing the protester advantageously for future procurement;
 - c. In a form that deviates from the one prescribed;
 - d. Without adequate factual basis or merit; or
 - e. In an untimely manner.
5. In the event that an unsuccessful Bidder does not appear at the Protest Hearing as scheduled by Agency, the protest will be disallowed.

Appendix I

Authorization/Verification Forms

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AFFIRMATION STATEMENT FORM

In submitting this Proposal (*insert name of Bidder*) _____ hereinafter referred to as "Bidder," hereby affirms its full understanding of all terms set forth in this Request for Proposal (RFP). Further, Bidder certifies the completeness and accuracy of all information contained in Bidder's response to this RFP and supplied to Agency during the Proposal process.

Bidder's Proposal constitutes a firm and binding offer by Bidder to perform the services as stated. Bidder further affirms that Bidder will meet or exceed Proposal specifications.

Proposing Organization: _____

Signature of Duly Appointed Officer: _____

Printed Name of Duly Appointed Officer: _____

Title of Duly Appointed Officer: _____

Date Signed by Duly Appointed Officer: _____

ACKNOWLEDGMENT

State of California
County of _____

on _____ before me, _____
insert name and title of the officer

personally appeared _____ who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the state of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: _____ (Seal)

INDIVIDUAL INVESTIGATIVE AUTHORIZATION

The undersigned, being _____ (title) for _____ (entity), which is a prospective Contractor to provide ambulance service to the County recognizes that public health and safety requires assurance of safe, reliable, and cost efficient ambulance service. That assurance will require an inquiry into matters which are determined relevant by the Mountain-Valley EMS Agency, the County or its agents, such as, but not limited to, the character, reputation, competence of the entity's owners and key employees.

The undersigned specifically acknowledges that such inquiry may involve an investigation of his or her personal work experience, educational qualifications, moral character, financial stability, and general background, and specifically agrees that the Mountain-Valley EMS Agency, or its agents, may undertake a personal investigation of the undersigned for the purpose stated. This authorization shall expire six (6) months from the signature date.

AUTHORIZATION FOR SUCH PERSONAL INVESTIGATION IS HEREBY EXPRESSLY GIVEN:

Printed Name of Individual: _____

Signature of Individual: _____

Date Signed by Individual: _____

ACKNOWLEDGMENT

State of California
County of _____

on _____ before me, _____
insert name and title of the officer

personally appeared _____ who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the state of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: _____ (Seal)

ENTITY INVESTIGATIVE AUTHORIZATION

The undersigned entity, a prospective Contractor to provide ambulance service for the County recognizes that public health and safety requires assurance of safe, reliable, and cost-efficient ambulance service. That assurance will require inquiry into aspects of entity's operations determined relevant by the Mountain-Valley EMS Agency, or its agents. The entity specifically agrees that the Mountain-Valley EMS Agency or its agents may conduct an investigation for the purpose into, but not limited to the following matters:

1. The financial stability of the entity, including its owners and officers, any information regarding potential conflict of interests, past problems in dealing with other clients, cities or counties where the entity has rendered service, or any other aspect of the entity operations or its structure, ownership, or key personnel which might reasonably be expected to influence the Mountain Valley EMS Agency's selection decision.
2. The entity's current business practices, including employee compensation and benefits arrangements, pricing practices, billings and collections practices, equipment replacement and maintenance practices, in-service training programs, means of competing with other companies, employee discipline practices, public relations efforts, current and potential obligations to other buyers, and general internal personnel relations.
3. The attitude of current and previous customers of the entity toward the entity's services and general business practices, including patients or families of patients served by the entity, physicians or other health care professionals knowledgeable of the entity's past work, as well as other units of local government with which the entity has dealt in the past.
4. Other businesses in which entity owners and/or other key personnel in the entity currently have a business interest.
5. The accuracy and truthfulness of any information submitted by the entity in connection with such evaluation.

This authorization shall expire six (6) months from the date of the signature.

The Entity Investigative Authorization Form is continued on the next page.

AUTHORIZATION FOR SUCH INVESTIGATION IS HEREBY EXPRESSLY GIVEN BY THE ENTITY:

Entity Name: _____

Signature of Duly Appointed Officer: _____

Name of Duly Appointed Officer: _____

Date of Signature by Duly Appointed Officer: _____

Title of Duly Appointed Officer: _____

ACKNOWLEDGMENT

State of California
County of _____

on _____ before me, _____
insert name and title of the officer

personally appeared _____
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the state of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: _____ (Seal)

REQUEST FOR VERIFICATION OF DEPOSIT

The undersigned entity, a prospective Contractor to provide ambulance service for Calaveras County Exclusive Area(s) recognizes that public health and safety requires assurance of safe, reliable, and cost-efficient ambulance service. That assurance will require inquiry into aspects of entity's operations determined relevant by the Agency, or its agents. The entity specifically agrees that the Agency or its agent may conduct an investigation for the purpose of evaluating the financial stability of the entity. This authorization expires six (6) months from signature date.

AUTHORIZATION FOR SUCH INVESTIGATION IS HEREBY EXPRESSLY GIVEN BY THE ENTITY:

Entity Name: _____

Signature of Duly Appointed Officer: _____

Name of Duly Appointed Officer: _____

Date of Signature by Duly Appointed Officer: _____

Title of Duly Appointed Officer: _____

ACKNOWLEDGMENT

State of California

County of _____

on _____ before me, _____
insert name and title of the officer

personally appeared _____
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the state of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: _____ (Seal)

Request for Verification of Deposit

Please complete the following information. The confidentiality of the information you have furnished will be preserved except where disclosure of this information is required by applicable law. Please complete this Request for Verification of Deposit form and return it in a sealed envelope marked confidential, to ensure its arrival to the Mountain-Valley EMS Agency, Calaveras RFP Coordinator, 1101 Standiford Avenue, Suite D-1, Modesto, CA 95350 no later than July 24, 2014.

Ambulance Company Name: _____

To be completed by Depository: *(please duplicate form if necessary)*

Deposit Accounts of Applicant(s)							
Type of Account	Account Number	Current Balance	Avg. Balance for previous 2 months	Date Opened			
Bank Card Accounts of Applicant(s)							
Type of Bank Card	Account Number	Current Balance	Monthly Avg.	Expiration Date			
Loans Previous and Outstanding to Applicant(s)							
Loan #	Date of Loan	Orig. Amt.	Current Balance	Installments Amt.	Per	Secured by	# of Late Payments

Please include any additional information which may be of assistance in determining credit worthiness. Please include information on loans paid-in-full within the past five (5) years in the section above.

Name of Person Completing Form: _____

Contact Information: _____

Name of Financial Institution: _____

EMS Agency Verification Forms

The undersigned entity, a prospective Contractor to provide ambulance service in Calaveras County through an Agreement with the Mountain-Valley EMS Agency currently provides ambulance service in your jurisdiction. Please complete this EMS Agency Verification Form and return it in a sealed envelope, marked confidential, to ensure its arrival to the Mountain-Valley EMS Agency, Calaveras RFP Coordinator, 1101 Standiford Avenue, Suite D-1, Modesto, CA 95350, no later than July 24, 2014.

Name of Ambulance Company: _____

Agreement Requirement	Meets Criteria		Comments
	Yes	No	
Consistently meets response time requirements			
Participates in Agency QI Process			
Participates in Disaster Planning			
Has not been in arrears, over the last five years, on payment of any fees, penalties, etc. to the Agency			
Is responsive to requests from the Agency			
Collaborates well with First Response Agencies			
Consistently submits data electronically in compliance with Agreement			
Submits PCRs at time of delivery of patient to hospital			
Coordinates and assists with the investigation into Unusual Occurrence Reports			
Participates as a Field Internship Site for training programs			

This form is continued on the next page.

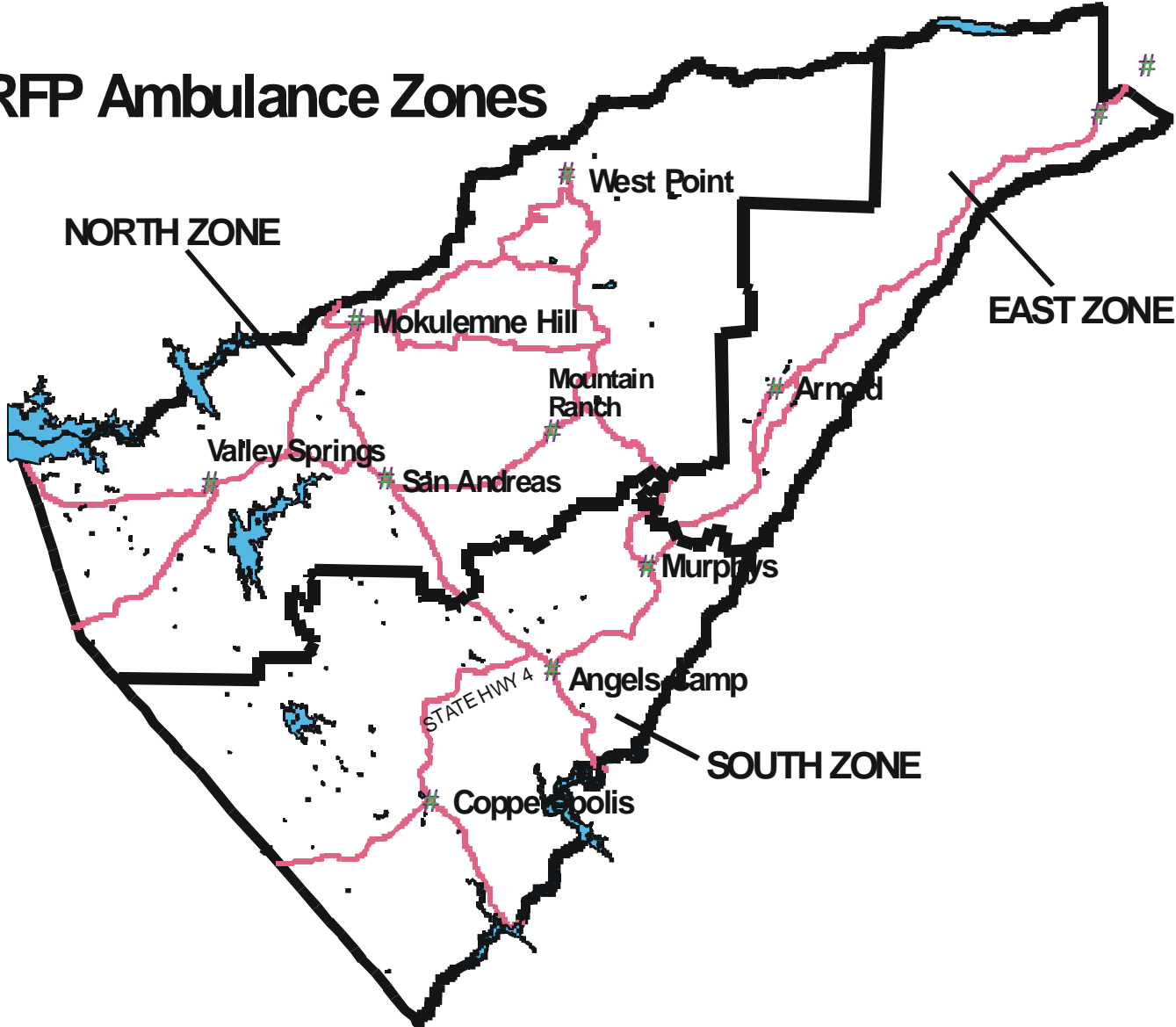
Agreement Requirement	Meets Criteria		Comments
	Yes	No	
Participates in local committees			
Complies with System Status Plan			
Maintains Maintenance & Replacement schedules on ambulances			
Keeps ambulances equipped as required by Agency policy.			
Please provide any comments regarding Contractors compliance with Agency requirements, material breach issues or notable accomplishments:			
Name of Person Completing Form:			
Title of Person Completing Form:			
County:			
Date:			
Telephone Number:			

APPENDIX II

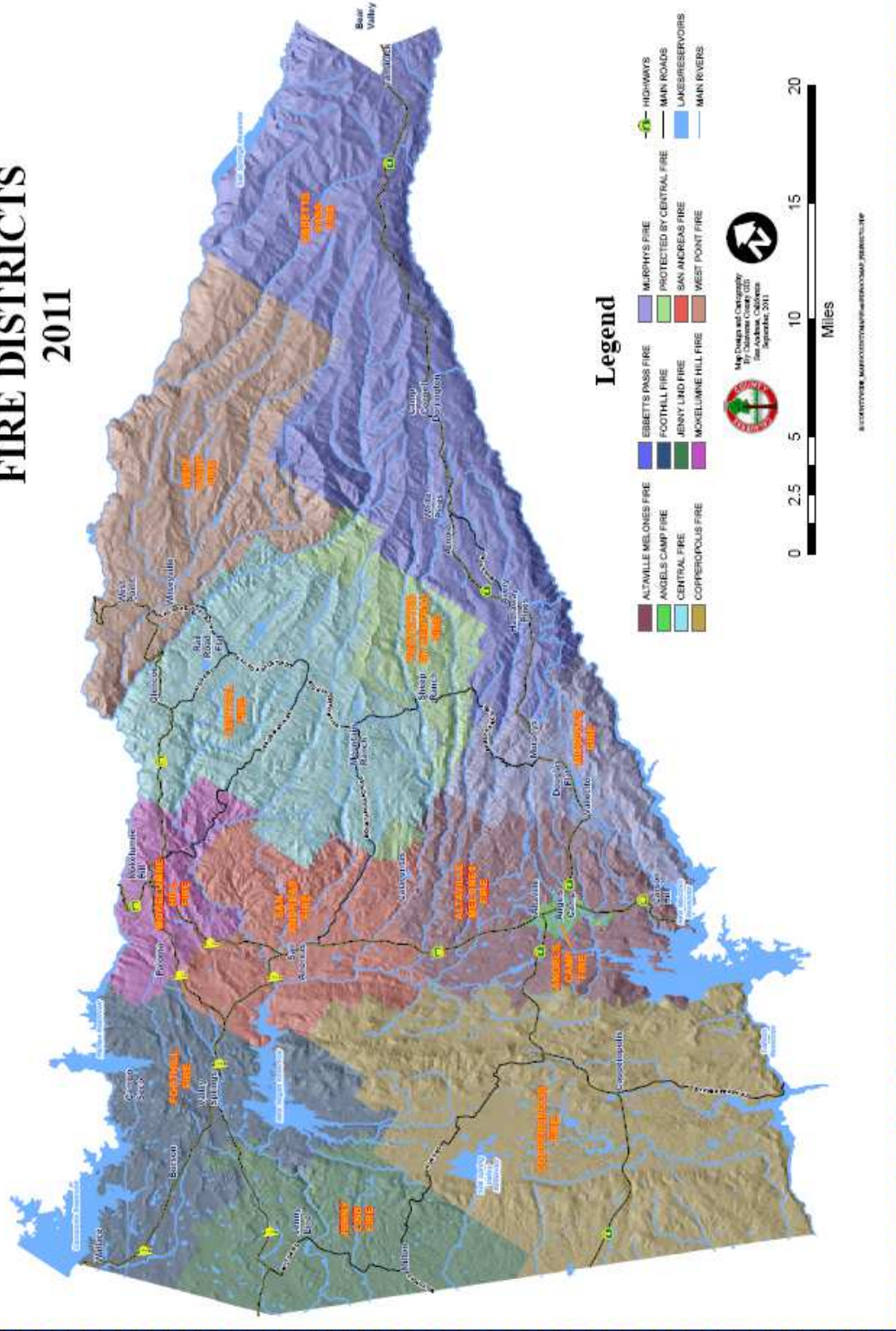
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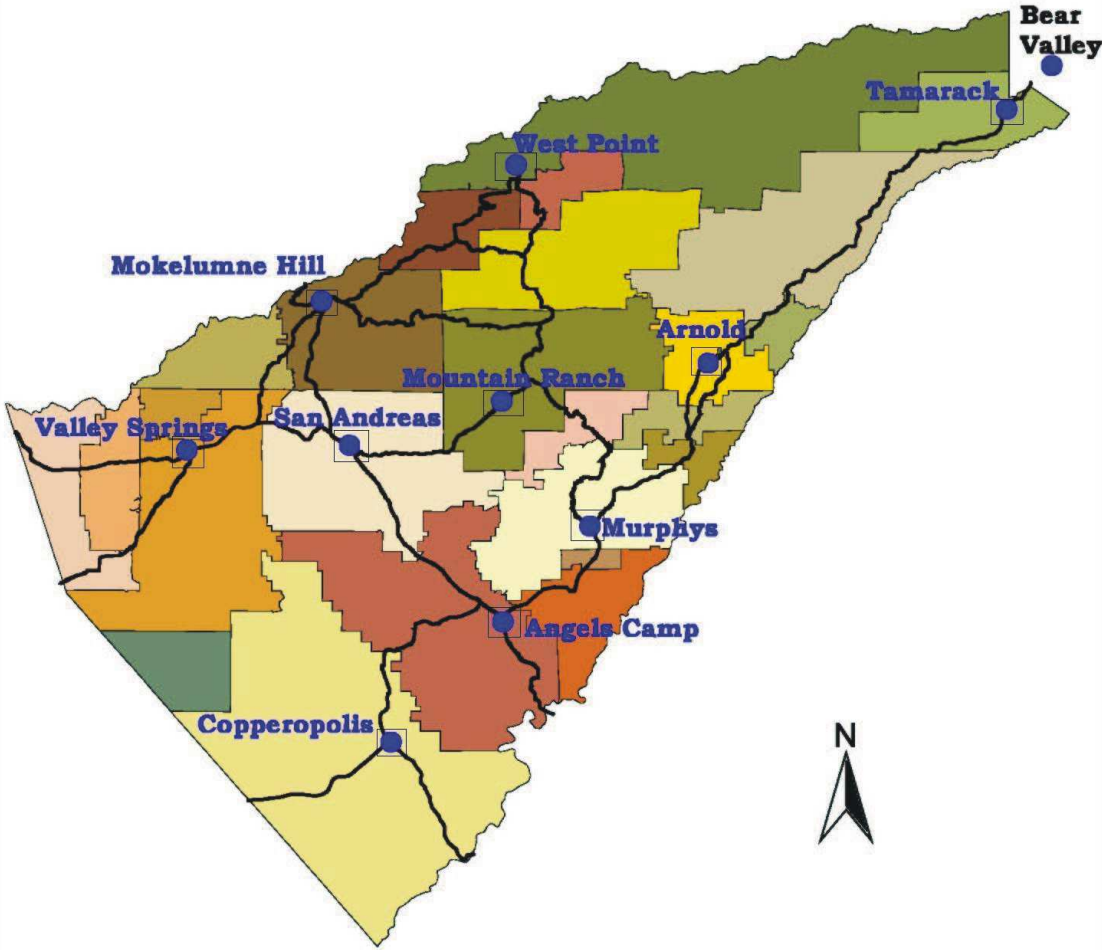
RFP Ambulance Zones



CALAVERAS COUNTY FIRE DISTRICTS 2011



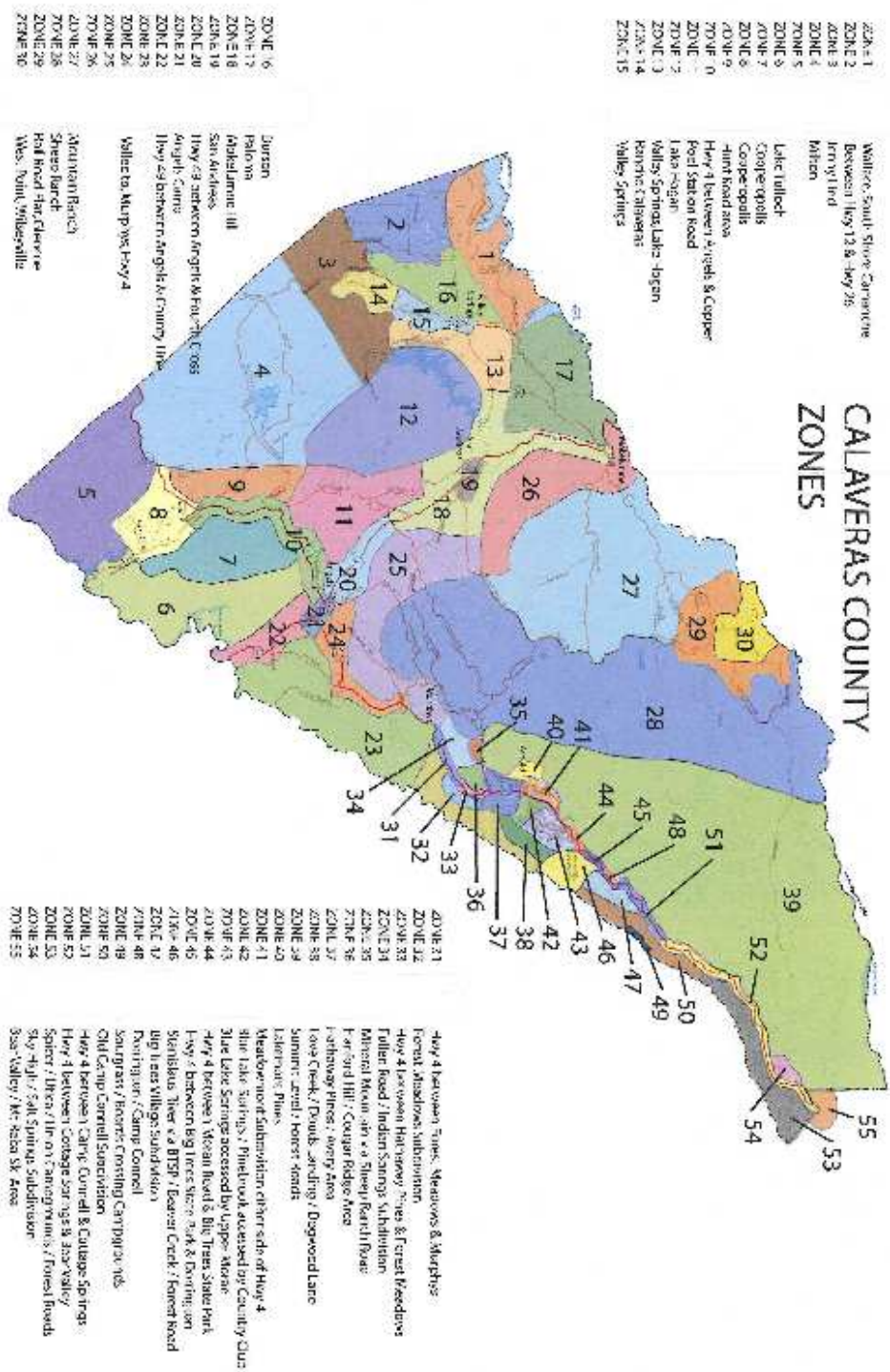
Calaveras County Community Areas



GRID #	AREA
1	Wallace, South Camanche
2	Area between Highway 12 and Highway 26
3	Jenny Lind
13	Valley Springs, Lake Hogan
14	Rancho Calaveras
15	Valley Springs
16	Burson
17	Paloma
18	Mokelumne Hill
19	San Andreas
26	South of Mokelumne Hill
27	Mountain Ranch
28	Sheep Ranch
29	Rail Road Flat, Glencoe
30	West Point
4	Milton
5	North of County line to Copperopolis
6	Lake Tulloch
7	Copperopolis
8	Copperopolis
9	Hunt Road Area – West of Highway 4
10	Highway 4 corridor between Angels Camp and Copperopolis
11	Area adjacent to Pool Station Road
12	Lake Hogan
20	Highway 49 corridor between Angels Camp and Fourth Crossing
21	Angels Camp
22	Highway 49 corridor between Angels Camp and County line
23	South east of Highway 4 to County line
24	Highway 4 corridor between Vallecito and Murphys
25	Mountain Ranch Road to Murphys
31	Highway 4 corridor between Murphys and Forest Meadows
32	Forest Meadows subdivision
33	Highway 4 corridor between Hathaway Pines and Forest Meadows
34	Fullen Road/Indian Springs subdivision
35	Mineral Mountain via Sheep Ranch Road
36	Hanford Hill/Cougar Ridge Area
37	Hathaway Pines/Avery Area
38	Love Creek/Douds Landing/Dogwood Lane
39	Summit Level/Forest Roads
40	Lakemont Pines
41	Meadowmont Subdivision
42	Blue Lake Springs/Pinebrook accessed by Country Club

43	Blue Lake Springs accessed by Upper Moran
44	Highway 4 corridor between Moran Road and Big Trees State Park
45	Highway 4 corridor between Big Trees State Park and Dorrington
46	Stanislaus River via Big Trees State Park/Beaver Creek/Forest Road
47	Big Trees Subdivision
48	Dorrington/Camp Connell
49	Sourgrass/Boards Crossing Campground
50	Old Camp Connell Subdivision
51	Highway 4 corridor between Camp Connell and Cottage Springs
52	Highway 4 corridor between Cottage Springs and Bear Valley
53	Spicer/Utica/Union Campgrounds/Forest Roads
54	Sky High/Salt Springs Subdivision
55	Bear Valley/Mt. Reba Ski Area – Alpine County

CALAVERAS COUNTY ZONES



- ZONE 1 - Wallace South Shore Community
- ZONE 2 - Between Hwy 12 & Hwy 26
- ZONE 3 - Ferry Road
- ZONE 4 - Lake Tulech
- ZONE 5 - Cooper Falls
- ZONE 6 - Cooper Falls
- ZONE 7 - Hunt Road area
- ZONE 8 - Hwy 4 between Highway & Copper
- ZONE 9 - Ford Station Road
- ZONE 10 - Lake Logan
- ZONE 11 - Valley Springs Lake - Logan
- ZONE 12 - Kenner Calaveras
- ZONE 13 - Valley Springs
- ZONE 14 - Valley Springs
- ZONE 15 - Valley Springs

- ZONE 16 - Durson
- ZONE 17 - Palo Alto
- ZONE 18 - Middle Lane Hill
- ZONE 19 - San Andreas
- ZONE 20 - Hwy 49 between Angelle & Fairchild Cross
- ZONE 21 - Angelle Corral
- ZONE 22 - Hwy 49 between Angelle & Grumpy Line
- ZONE 23 - Vallejo Murphy Hwy 4
- ZONE 24 - Vallejo Murphy Hwy 4
- ZONE 25 - Vallejo Murphy Hwy 4
- ZONE 26 - Vallejo Murphy Hwy 4
- ZONE 27 - Vallejo Murphy Hwy 4
- ZONE 28 - Vallejo Murphy Hwy 4
- ZONE 29 - Vallejo Murphy Hwy 4
- ZONE 30 - Vallejo Murphy Hwy 4

- ZONE 31 - Hwy 4 between Tones Meadows & Murphy
- ZONE 32 - Forest Meadows Subdivision
- ZONE 33 - Hwy 4 between Highway 7000 & Forest Meadows
- ZONE 34 - Fuller Road / Indian Springs Subdivision
- ZONE 35 - Mineral Mountain via a Shiner Ranch Road
- ZONE 36 - Farland Hill / Cougar Ridge Area
- ZONE 37 - Fishhook Pines / Merry Area
- ZONE 38 - Lower Creek / Devils Arching / Dogwood Lane
- ZONE 39 - Summit / aerial / horse stands
- ZONE 40 - Lakeview Pines
- ZONE 41 - Meadowmont Subdivision on the side of Hwy 4
- ZONE 42 - Blue Lake Springs / Pinehook accessed by County Quad
- ZONE 43 - Blue Lake Springs accessed by Upper - Meade
- ZONE 44 - Hwy 4 between Meade Road & Big Trees State Park
- ZONE 45 - Hwy 4 between Big Trees State Park & Dorring on
- ZONE 46 - Stanislaus River via a BTSP - Bearcat Creek / Forest Road
- ZONE 47 - Big Trees Village / Sand Valley
- ZONE 48 - Postings / Camp Council
- ZONE 49 - Postings / Historic Postings Campground
- ZONE 50 - Old Camp Council Subdivision
- ZONE 51 - Hwy 4 between Camp Council & Cuttage Springs
- ZONE 52 - Hwy 4 between Cottage Springs & 3500 Valley
- ZONE 53 - Spitzer / Ulrich / The on / Amargosa / Forest Roads
- ZONE 54 - Hwy 4 / Salt Springs Subdivision
- ZONE 55 - 3500 Valley / Mc - Helen Sk Area

Appendix III

Demand Analysis by Zone by Month

North Zone.....	109
South Zone.....	115
East Zone.....	121

From 07/01/2011 Through 07/31/2011

Hour	Code 3							Code 2 Estimated						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.00	0.50	0.00	0.00	0.00	0.00	0.20	0.10	0.10	0.05	0.03	0.08	0.08	0.10
0100	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.05	0.13	0.03	0.03	0.08	0.15	0.08
0200	0.20	0.00	0.00	0.00	0.00	0.00	0.20	0.08	0.03	0.08	0.03	0.03	0.00	0.08
0300	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.03	0.03	0.05	0.00	0.00	0.05
0400	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.08	0.00	0.05	0.03	0.00	0.05	0.08
0500	0.00	0.00	0.00	0.50	0.00	0.00	0.20	0.00	0.05	0.05	0.00	0.10	0.10	0.03
0600	0.00	0.00	0.00	0.25	0.25	0.00	0.40	0.05	0.08	0.03	0.08	0.03	0.03	0.05
0700	0.20	0.00	0.25	0.00	0.00	0.00	0.00	0.13	0.00	0.03	0.03	0.03	0.08	0.13
0800	0.20	0.25	0.00	0.00	0.00	0.00	0.00	0.08	0.10	0.13	0.05	0.08	0.03	0.10
0900	0.00	0.25	0.00	0.50	0.00	0.00	0.00	0.18	0.15	0.08	0.08	0.13	0.26	0.10
1000	0.00	0.75	0.50	0.25	0.50	0.20	0.60	0.13	0.15	0.15	0.11	0.21	0.21	0.13
1100	0.00	0.00	0.00	0.00	0.00	0.40	0.00	0.18	0.31	0.03	0.08	0.23	0.26	0.15
1200	0.20	0.25	0.25	0.00	0.25	0.00	0.00	0.21	0.23	0.18	0.13	0.26	0.21	0.18
1300	0.40	0.00	0.50	1.00	0.50	0.00	0.00	0.08	0.31	0.36	0.29	0.26	0.15	0.23
1400	0.40	0.00	0.00	0.00	0.00	0.80	0.20	0.18	0.23	0.23	0.24	0.31	0.31	0.30
1500	0.20	0.25	0.25	0.25	0.00	0.20	0.00	0.21	0.26	0.21	0.42	0.26	0.18	0.20
1600	0.20	0.00	0.00	0.00	0.00	0.60	0.20	0.08	0.23	0.28	0.11	0.21	0.21	0.25
1700	0.60	0.25	0.00	0.00	0.00	1.00	0.00	0.23	0.10	0.08	0.18	0.23	0.28	0.23
1800	0.40	0.25	0.25	0.00	0.50	0.40	0.00	0.18	0.23	0.18	0.18	0.21	0.23	0.20
1900	0.20	0.00	1.00	0.50	0.25	0.40	0.20	0.10	0.15	0.15	0.16	0.13	0.15	0.10
2000	0.40	0.25	0.50	0.00	0.00	0.40	0.40	0.18	0.18	0.15	0.21	0.10	0.10	0.18
2100	0.20	0.25	0.25	0.25	0.50	0.40	0.00	0.13	0.08	0.13	0.08	0.08	0.15	0.15
2200	0.00	0.00	0.00	0.25	0.25	0.60	0.60	0.15	0.13	0.15	0.11	0.03	0.18	0.25
2300	0.40	0.00	0.25	0.00	0.00	0.00	0.40	0.13	0.10	0.05	0.03	0.05	0.13	0.05

1. No Code 2 ALA PCR data were provided for the month of July 2011.

2. In the absence of ALA PCR Data, the Code 2 daily mean values for July 2011 are averages based on the 9 months of available Code 2 data. These averages do not take into account seasonal variations.

From 08/01/2011 Through 08/31/2011

Hour	Code 3							Code 2 Estimated						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.25	0.00	0.20	0.00	0.00	0.00	0.00	0.10	0.10	0.05	0.03	0.08	0.08	0.10
0100	0.00	0.20	0.20	0.20	0.25	0.50	0.00	0.05	0.13	0.03	0.03	0.08	0.15	0.08
0200	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.08	0.03	0.08	0.03	0.03	0.00	0.08
0300	0.25	0.20	0.00	0.00	0.00	0.00	0.00	0.05	0.03	0.03	0.05	0.00	0.00	0.05
0400	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.00	0.05	0.03	0.00	0.05	0.08
0500	0.00	0.00	0.00	0.00	0.25	0.25	0.25	0.00	0.05	0.05	0.00	0.10	0.10	0.03
0600	0.00	0.20	0.20	0.00	0.50	0.50	0.25	0.05	0.08	0.03	0.08	0.03	0.03	0.05
0700	0.00	0.20	0.00	0.20	0.25	0.25	0.00	0.13	0.00	0.03	0.03	0.03	0.08	0.13
0800	0.00	0.40	0.00	0.20	0.75	0.00	0.00	0.08	0.10	0.13	0.05	0.08	0.03	0.10
0900	0.50	0.00	0.20	0.00	0.00	0.00	0.25	0.18	0.15	0.08	0.08	0.13	0.26	0.10
1000	0.25	0.20	0.20	0.20	0.25	0.00	0.00	0.13	0.15	0.15	0.11	0.21	0.21	0.13
1100	0.50	0.20	0.40	0.00	0.00	0.25	0.25	0.18	0.31	0.03	0.08	0.23	0.26	0.15
1200	1.00	0.20	0.40	0.20	0.75	0.00	0.00	0.21	0.23	0.18	0.13	0.26	0.21	0.18
1300	0.25	0.60	0.40	0.20	0.00	0.25	0.75	0.08	0.31	0.36	0.29	0.26	0.15	0.23
1400	0.00	0.00	0.20	0.00	0.25	0.25	0.00	0.18	0.23	0.23	0.24	0.31	0.31	0.30
1500	0.00	0.40	0.00	0.20	0.00	0.25	0.25	0.21	0.26	0.21	0.42	0.26	0.18	0.20
1600	0.25	0.20	0.20	0.40	0.50	0.00	0.25	0.08	0.23	0.28	0.11	0.21	0.21	0.25
1700	0.75	0.60	0.20	0.20	0.00	0.25	0.50	0.23	0.10	0.08	0.18	0.23	0.28	0.23
1800	0.50	0.00	0.00	0.40	0.25	0.25	0.25	0.18	0.23	0.18	0.18	0.21	0.23	0.20
1900	0.25	0.40	0.40	0.40	0.00	0.75	0.25	0.10	0.15	0.15	0.16	0.13	0.15	0.10
2000	0.50	0.20	0.20	0.00	0.25	0.00	0.00	0.18	0.18	0.15	0.21	0.10	0.10	0.18
2100	0.25	0.00	0.20	0.00	0.75	0.00	0.50	0.13	0.08	0.13	0.08	0.08	0.15	0.15
2200	0.00	0.00	0.00	0.00	0.00	0.50	0.25	0.15	0.13	0.15	0.11	0.03	0.18	0.25
2300	0.00	0.20	0.20	0.20	0.00	0.00	0.00	0.13	0.10	0.05	0.03	0.05	0.13	0.05

1. No Code 2 ALA PCR data were provided for the month of August 2011.

2. In the absence of ALA PCR Data, the Code 2 daily mean values for August 2011 are averages based on the 9 months of available Code 2 data. These averages do not take into account seasonal variations.

From 09/01/2011 Through 09/30/2011

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.25	0.25	0	0.25	0	0.4	0.25	0	0	0	0	0.4	0	0
0100	0.25	0	0	0	0.2	0	0	0	0.25	0	0	0	0	0.25
0200	0	0	0	0	0.2	0.2	0	0	0	0.25	0	0	0	0.25
0300	0	0.25	0	0	0	0	0	0	0	0	0	0	0	0.25
0400	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0500	0	0	0	0	0	0	0	0	0.25	0	0	0	0.2	0
0600	0	0.5	0	0	0	0.4	0	0	0	0	0	0	0	0.25
0700	0	0.25	0	0	0.2	0	0	0.25	0	0	0	0	0	0
0800	0	0.25	0.25	0	0.2	0	0	0.25	0.25	0.25	0	0	0	0
0900	0	0.25	0	0.25	0.2	0.4	0.25	0.25	0	0	0	0.2	0.4	0
1000	0	1	0.75	0	0.2	0.2	0.25	0.25	0.25	0.25	0.25	0.2	0	0
1100	0	0.25	0	0.5	0	0.2	0	0.25	0	0	0.25	0	0.4	0
1200	0.5	0.5	0	0.25	0.2	0.25	0	0.25	0.25	0	0	0.2	0	0.25
1300	0.25	0	0	0.25	0.2	0	0.5	0	0.25	0	0.5	0	0	0
1400	0	0.25	0.25	0.5	0.2	0.4	0	0	0.25	0.25	0.5	0.4	0.2	0.25
1500	0	0.25	0	0.75	0	0.2	0.25	0.5	0.25	0.5	0	0.4	0.2	0.5
1600	0.25	0.25	0	0.5	0	0.4	0.5	0	0.25	0.5	0.25	0	0.4	0.5
1700	0.25	0.75	0.5	0.75	0.2	0.4	0.25	0.25	0	0	0.25	0	0.2	0
1800	0.25	0.5	0.25	0.5	0.2	0.4	0.25	0.5	0.25	0.25	0.25	0.2	0.4	0.5
1900	0	0	0.25	0.25	0.2	0.2	0	0	0.25	0.25	0	0.4	0.2	0
2000	0.25	0.25	0.25	0.25	0	0.2	0.5	0	0	0	0.25	0	0.2	0
2100	0.25	0	0	0.5	0	0.2	0	0.25	0	0	0.25	0	0.4	0
2200	0	0.25	0	0.25	0.2	0	0	0	0	0.5	0	0	0.4	0.25
2300	0.5	0	0	0	0.4	0.2	0	0.25	0.25	0	0	0	0	0.25

From 10/01/2011 Through 10/31/2011

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00
0100	0.00	0.00	0.00	0.50	0.25	0.25	0.00	0.00	0.20	0.20	0.00	0.00	0.00	0.00
0200	0.40	0.20	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00
0300	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00
0400	0.00	0.00	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.25	0.25	0.00	0.00	0.00
0500	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.00	0.00
0600	0.40	0.00	0.25	0.00	0.25	0.00	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.00
0700	0.20	0.00	0.25	0.25	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00
0800	0.00	0.00	0.00	0.25	0.00	0.50	0.20	0.20	0.00	0.00	0.00	0.00	0.00	0.00
0900	0.20	0.20	0.50	0.25	0.00	0.25	0.20	0.20	0.20	0.25	0.00	0.00	0.25	0.60
1000	0.60	0.40	0.00	0.50	0.00	0.00	0.60	0.40	0.00	0.00	0.00	0.00	0.50	0.00
1100	0.00	0.20	0.00	0.00	0.25	0.25	0.20	0.00	0.20	0.00	0.00	0.50	0.25	0.20
1200	0.20	0.20	0.25	1.00	0.25	0.00	0.80	0.20	0.00	0.25	0.50	0.25	0.00	0.20
1300	0.40	0.20	0.00	0.00	0.00	0.50	0.20	0.00	0.40	0.75	0.25	0.00	0.25	0.20
1400	0.00	0.20	0.25	0.50	0.25	0.25	0.40	0.00	0.60	0.00	0.25	0.00	0.50	0.60
1500	0.00	0.20	0.25	0.25	0.00	1.00	0.20	0.00	0.60	0.00	0.25	0.25	0.00	0.20
1600	0.00	0.20	0.25	0.00	0.00	0.25	0.00	0.00	0.60	0.00	0.25	0.50	0.25	0.00
1700	0.00	0.40	0.75	0.25	0.00	0.00	0.20	0.40	0.00	0.25	0.00	0.00	0.75	0.60
1800	0.60	0.00	0.50	0.00	0.00	0.50	0.40	0.20	0.20	0.00	0.25	0.75	0.00	0.20
1900	0.00	0.00	0.00	0.50	0.25	0.25	0.00	0.20	0.20	0.00	0.25	0.00	0.25	0.20
2000	0.40	0.00	0.25	0.25	0.00	0.50	0.20	0.20	0.40	0.00	0.00	0.00	0.00	0.20
2100	0.00	0.20	0.25	0.00	0.00	0.00	0.20	0.00	0.20	0.25	0.00	0.00	0.00	0.20
2200	0.00	0.00	0.25	0.25	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00
2300	0.40	0.00	0.00	0.00	0.25	0.25	0.20	0.20	0.00	0.00	0.00	0.25	0.25	0.00

From 11/01/2011 Through 11/30/2011

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.25	0.20	0.20	0.00	0.25	0.00
0100	0.00	0.25	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0200	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0300	0.00	0.25	0.00	0.20	0.00	0.25	0.00	0.00	0.00	0.20	0.20	0.00	0.00	0.00
0400	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00
0500	0.25	0.00	0.20	0.40	0.25	0.25	0.00	0.00	0.00	0.20	0.00	0.25	0.00	0.00
0600	0.00	0.25	0.20	0.00	0.00	0.25	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.00
0700	0.00	0.75	0.20	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00
0800	0.25	0.25	0.60	0.20	0.00	0.25	0.50	0.00	0.00	0.20	0.00	0.25	0.00	0.00
0900	0.25	0.25	0.40	0.80	0.25	0.25	0.50	0.25	0.00	0.00	0.20	0.00	0.00	0.00
1000	0.25	0.00	0.00	0.40	0.00	0.25	0.00	0.00	0.25	0.20	0.20	0.25	0.00	0.25
1100	0.00	0.25	0.00	0.40	0.25	0.00	1.00	0.50	0.00	0.00	0.00	0.00	0.25	0.00
1200	0.25	0.00	0.00	0.00	0.25	0.50	0.00	0.25	0.25	0.40	0.00	0.25	0.00	0.75
1300	0.50	0.75	0.20	0.40	0.25	0.00	0.00	0.00	0.00	0.40	0.20	0.00	0.25	0.25
1400	0.75	0.25	0.20	0.40	0.00	0.75	0.25	0.00	0.00	0.00	0.20	0.50	0.25	0.50
1500	0.00	0.50	0.40	0.20	0.00	0.25	0.25	0.25	0.50	0.00	0.20	0.50	0.00	0.50
1600	0.00	0.50	0.40	0.00	0.50	0.75	0.25	0.25	0.00	0.20	0.00	0.50	0.00	0.00
1700	0.00	0.75	0.20	0.20	0.00	0.25	0.00	0.25	0.00	0.00	0.20	0.25	0.50	0.25
1800	0.00	0.50	0.20	0.60	0.00	0.25	0.50	0.00	0.00	0.40	0.00	0.00	0.25	0.50
1900	0.00	0.25	0.40	0.40	0.00	0.75	0.00	0.00	0.00	0.00	0.00	0.25	0.25	0.00
2000	0.00	0.00	0.40	0.00	0.25	0.25	0.00	0.00	0.25	0.00	0.20	0.25	0.00	0.00
2100	0.25	0.00	0.40	0.00	0.50	0.25	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.50
2200	0.00	0.25	0.00	0.00	0.00	0.00	0.25	0.25	0.50	0.40	0.20	0.00	0.00	0.25
2300	0.00	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00

From 12/01/2011 Through 12/31/2011

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.25	0.00	0.25	0.25	0.20	0.20	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.20
0100	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.40	0.00
0200	0.25	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0300	0.00	0.50	0.25	0.25	0.00	0.00	0.00	0.25	0.00	0.00	0.25	0.00	0.00	0.00
0400	0.00	0.25	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.20
0500	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.20	0.00
0600	0.00	0.00	0.50	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.25	0.00	0.20	0.00
0700	0.50	0.25	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.20
0800	0.00	0.50	0.00	0.25	0.00	0.40	0.20	0.00	0.00	0.25	0.25	0.20	0.00	0.00
0900	0.25	0.25	0.00	0.25	0.20	0.20	0.40	0.00	0.00	0.25	0.25	0.00	0.00	0.00
1000	0.25	0.25	0.00	0.50	0.00	0.60	0.00	0.25	0.00	0.00	0.00	0.40	0.20	0.20
1100	0.50	0.75	0.50	0.00	0.20	0.40	0.00	0.00	0.00	0.25	0.00	0.00	0.20	0.20
1200	0.25	0.00	0.25	0.75	0.00	0.20	0.20	0.00	0.00	0.50	0.00	0.20	0.20	0.40
1300	0.25	0.25	1.00	0.00	0.20	0.20	0.20	0.00	0.00	0.00	0.50	0.80	0.60	0.00
1400	0.75	0.25	0.50	0.00	0.20	0.60	0.00	0.25	0.00	0.25	0.00	0.40	0.20	0.00
1500	0.00	0.25	0.50	0.00	0.40	0.00	0.60	0.25	0.00	0.50	0.50	0.20	0.20	0.20
1600	0.00	0.50	0.25	0.25	0.00	0.40	0.00	0.25	0.25	0.25	0.00	0.40	0.60	0.00
1700	0.25	0.00	0.50	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.50	0.20	0.20	0.00
1800	0.25	0.00	0.25	0.25	0.20	0.20	0.40	0.00	0.75	0.25	0.00	0.20	0.20	0.00
1900	0.75	0.00	0.25	0.25	0.00	0.40	0.20	0.00	0.00	0.50	0.00	0.20	0.00	0.20
2000	0.50	0.50	0.25	0.75	0.00	0.40	0.20	0.50	0.00	0.25	0.75	0.00	0.00	0.40
2100	0.25	0.25	0.00	0.00	0.20	0.00	0.20	0.25	0.00	0.00	0.00	0.00	0.20	0.20
2200	0.00	0.00	0.00	0.00	0.00	0.20	0.20	0.25	0.00	0.00	0.00	0.00	0.00	0.20
2300	0.25	0.25	0.25	0.00	0.00	0.00	0.20	0.25	0.25	0.00	0.00	0.00	0.20	0.00

From 01/01/2012 Through 01/31/2012

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.20	0.00	0.20	0.00	0.50	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.50	0.25
0100	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00
0200	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00
0300	0.00	0.00	0.00	0.25	0.00	0.00	0.25	0.00	0.20	0.00	0.00	0.00	0.00	0.00
0400	0.00	0.20	0.00	0.00	0.00	0.00	0.25	0.20	0.00	0.00	0.00	0.00	0.00	0.00
0500	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.25
0600	0.00	0.20	0.20	0.00	0.25	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00
0700	0.20	0.00	0.00	0.00	0.50	0.00	0.00	0.20	0.00	0.20	0.00	0.25	0.00	0.25
0800	0.20	0.20	0.00	0.00	0.00	0.25	0.25	0.20	0.20	0.20	0.00	0.00	0.25	0.00
0900	0.80	0.20	0.40	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.25	0.00	0.00
1000	0.20	0.00	0.40	0.00	0.00	0.25	0.00	0.00	0.20	0.40	0.00	0.00	0.25	0.25
1100	0.40	0.20	0.80	1.00	0.00	0.25	0.00	0.20	0.00	0.00	0.00	0.75	0.25	0.25
1200	0.40	0.40	0.20	0.25	0.25	0.00	0.25	0.40	0.40	0.00	0.25	0.75	0.75	0.00
1300	0.20	0.40	0.40	0.25	0.25	0.75	0.25	0.20	0.40	0.20	0.00	0.75	0.00	0.50
1400	0.40	0.40	0.20	0.50	0.50	0.25	0.00	0.00	0.20	0.80	0.50	0.00	0.00	0.00
1500	0.40	0.20	0.20	0.25	0.25	0.25	0.25	0.40	0.60	0.20	0.75	0.00	0.50	0.00
1600	0.40	0.40	0.20	0.50	0.25	0.00	0.25	0.20	0.00	0.40	0.00	0.25	0.00	0.00
1700	0.00	0.60	0.00	0.75	0.00	0.25	0.25	0.00	0.20	0.20	0.00	0.50	0.50	0.25
1800	0.00	0.00	0.00	0.00	0.50	0.25	0.25	0.40	0.00	0.20	0.00	0.25	0.00	0.00
1900	0.20	0.00	0.00	0.00	0.00	0.50	0.25	0.20	0.20	0.00	0.00	0.00	0.25	0.00
2000	0.40	0.00	0.00	0.00	0.25	0.00	0.00	0.60	0.60	0.20	0.25	0.25	0.00	0.25
2100	0.00	0.40	0.00	0.00	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.25	0.00	0.00
2200	0.00	0.20	0.20	0.00	0.00	0.00	0.00	0.20	0.20	0.00	0.25	0.00	0.00	0.50
2300	0.00	0.20	0.00	0.25	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.25	0.50	0.00

From 02/01/2012 Through 02/29/2012

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.25	0.00	0.25	0.00	0.00	0.00	0.00
0100	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.25	0.00	0.00	0.00	0.25	0.25	0.25
0200	0.25	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.25	0.00	0.00	0.00	0.00	0.00
0300	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0400	0.00	0.25	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.25	0.00	0.00	0.00	0.00
0500	0.00	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0600	0.00	0.00	0.50	0.00	0.50	0.00	0.00	0.00	0.25	0.25	0.00	0.00	0.00	0.25
0700	0.00	0.25	0.50	0.20	0.25	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.50
0800	0.25	0.25	0.00	0.40	0.25	0.00	0.25	0.00	0.25	0.50	0.00	0.00	0.00	0.00
0900	0.25	0.00	0.25	0.40	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.25	0.50	0.00
1000	0.25	0.75	0.25	0.40	0.50	0.00	0.00	0.00	0.00	0.00	0.20	0.25	0.50	0.50
1100	0.00	0.50	0.25	0.20	0.25	0.25	0.00	0.25	0.25	0.00	0.00	0.25	0.00	0.50
1200	0.00	0.25	0.00	0.40	0.25	0.50	0.50	0.25	0.25	0.00	0.00	0.00	0.00	0.00
1300	0.00	0.00	0.00	0.20	0.25	0.25	0.25	0.25	0.50	0.75	0.20	0.00	0.25	0.25
1400	0.25	0.00	0.50	0.00	0.25	0.00	1.00	0.50	0.00	0.25	0.20	0.50	0.25	0.25
1500	0.00	0.50	0.00	0.60	0.25	1.25	0.75	0.25	0.00	0.00	0.60	0.00	0.25	0.00
1600	0.00	0.00	0.25	0.20	0.25	0.50	0.25	0.00	0.25	1.00	0.20	0.00	0.25	0.25
1700	0.25	0.00	0.25	0.00	0.00	0.00	0.50	1.00	0.00	0.25	0.20	0.75	0.00	0.00
1800	0.00	0.00	0.50	0.20	0.50	0.25	0.25	0.25	0.00	0.00	0.20	0.00	0.50	0.50
1900	0.50	0.00	0.50	0.20	0.25	0.00	0.00	0.25	0.00	0.25	0.20	0.00	0.00	0.00
2000	0.00	0.00	0.00	0.20	0.50	0.50	0.50	0.00	0.00	0.50	0.00	0.25	0.00	0.25
2100	0.00	0.00	0.00	0.60	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00
2200	0.25	0.25	0.00	0.20	0.25	0.25	0.00	0.00	0.25	0.25	0.00	0.00	0.25	0.25
2300	0.00	0.00	0.25	0.00	0.50	0.50	0.25	0.25	0.00	0.25	0.00	0.00	0.00	0.00

From 05/01/2012 Through 05/31/2012

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.00	0.25	0.00	0.00	0.20	0.00	0.50	0.25	0.25	0.00	0.00	0.20	0.00	0.00
0100	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.20	0.25	0.00
0200	0.00	0.00	0.20	0.00	0.20	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00
0300	0.00	0.00	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0400	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00
0500	0.00	0.00	0.00	0.40	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.25	0.00
0600	0.00	0.00	0.20	0.00	0.00	0.25	0.25	0.25	0.00	0.00	0.00	0.20	0.00	0.00
0700	0.00	0.00	0.80	0.20	0.20	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.50	0.25
0800	0.50	0.00	0.20	0.00	0.00	0.50	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.25
0900	0.00	0.50	0.00	0.20	0.00	0.00	0.00	0.50	0.00	0.20	0.20	0.20	1.00	0.00
1000	0.00	0.75	0.60	0.40	0.40	0.00	0.50	0.00	0.00	0.20	0.20	0.20	0.25	0.00
1100	0.00	0.25	0.40	0.00	0.20	0.25	0.25	0.25	0.50	0.00	0.20	0.00	0.25	0.00
1200	0.00	0.00	0.80	0.20	0.20	0.00	0.50	0.00	0.25	0.40	0.20	0.60	0.50	0.00
1300	0.00	0.50	0.00	0.40	0.40	0.50	0.00	0.25	0.25	0.60	0.00	0.00	0.00	0.50
1400	0.00	0.25	0.20	0.00	0.20	0.25	0.25	0.75	0.50	0.20	0.20	0.20	0.50	0.50
1500	0.25	0.75	0.00	0.40	0.80	0.00	0.25	0.00	0.25	0.20	0.60	0.20	0.50	0.25
1600	0.25	0.00	0.20	0.20	0.40	0.25	0.50	0.00	0.25	0.00	0.20	0.20	0.00	0.50
1700	0.00	0.25	0.40	0.20	0.60	0.25	0.25	0.00	0.00	0.00	0.00	0.20	0.25	0.00
1800	0.00	0.00	0.40	0.00	0.00	0.00	0.25	0.00	0.50	0.00	0.00	0.00	0.25	0.25
1900	0.25	0.50	0.40	0.00	0.20	0.25	0.00	0.00	0.25	0.20	0.40	0.20	0.00	0.25
2000	0.00	0.25	0.00	1.20	0.20	0.00	0.25	0.25	0.00	0.00	0.00	0.20	0.25	0.25
2100	0.50	0.00	0.20	0.00	0.20	0.00	1.00	0.25	0.00	0.40	0.20	0.00	0.00	0.00
2200	0.00	0.00	0.00	0.00	0.00	0.25	0.75	0.25	0.00	0.20	0.40	0.00	0.00	0.00
2300	0.00	0.00	0.40	0.20	0.00	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00

From 06/01/2012 Through 06/30/2012

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.00	0.00	0.25	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20
0100	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.25	0.20	0.00
0200	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.20
0300	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20
0400	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20
0500	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0600	0.25	0.25	0.00	0.00	0.25	0.20	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0700	0.00	0.25	0.00	0.00	0.25	0.20	0.40	0.25	0.00	0.00	0.00	0.00	0.00	0.00
0800	0.00	0.00	0.00	0.25	0.50	0.20	0.00	0.00	0.00	0.00	0.25	0.25	0.00	0.40
0900	0.00	0.00	0.25	0.25	0.50	0.20	0.00	0.00	0.75	0.00	0.00	0.25	0.00	0.20
1000	0.25	0.50	0.00	0.00	0.50	0.60	0.20	0.00	0.00	0.25	0.00	0.50	0.20	0.00
1100	0.50	0.50	0.25	0.00	0.00	0.40	0.40	0.25	0.50	0.00	0.00	0.75	0.60	0.00
1200	0.00	0.00	0.00	0.50	0.25	0.80	0.40	0.25	0.25	0.00	0.00	0.00	0.40	0.00
1300	0.00	0.00	0.25	0.25	0.00	0.00	0.60	0.00	0.25	0.25	0.25	0.50	0.00	0.20
1400	0.25	0.25	0.50	0.00	0.25	0.00	0.40	0.00	0.25	0.00	0.25	0.00	0.20	0.40
1500	0.50	0.25	0.50	0.25	0.25	0.60	0.00	0.00	0.00	0.25	0.25	0.50	0.00	0.00
1600	0.00	0.00	0.00	0.00	0.25	0.20	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.80
1700	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.25	0.00	0.25	0.00	0.00	0.60
1800	0.00	0.25	0.25	0.25	0.00	0.20	0.20	0.00	0.00	0.25	0.75	0.25	0.40	0.00
1900	0.00	0.50	0.50	0.00	0.00	0.20	0.00	0.25	0.25	0.00	0.25	0.00	0.00	0.00
2000	0.25	0.00	0.25	0.00	0.75	0.00	0.00	0.00	0.25	0.25	0.00	0.00	0.40	0.20
2100	0.00	0.75	0.00	0.00	0.50	0.20	0.00	0.00	0.00	0.00	0.00	0.50	0.40	0.40
2200	0.00	0.00	0.00	0.75	0.00	0.20	0.40	0.00	0.25	0.00	0.00	0.00	0.20	0.00
2300	0.00	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.25	0.25	0.25	0.00	0.00	0.20

From 07/01/2011 Through 07/31/2011

Hour	Code 3							Code 2 Estimated						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.20	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00
0100	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.03	0.03	0.00	0.00	0.00	0.00
0200	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00
0300	0.20	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.03	0.03	0.00	0.00	0.00
0400	0.00	0.25	0.50	0.00	0.00	0.20	0.00	0.00	0.03	0.00	0.00	0.00	0.00	0.00
0500	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.00	0.03
0600	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.05	0.00	0.03	0.00	0.03
0700	0.20	0.50	0.00	0.00	0.25	0.20	0.00	0.03	0.05	0.00	0.03	0.03	0.05	0.00
0800	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.05	0.05	0.00	0.03	0.03	0.00
0900	0.20	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.05	0.03	0.05	0.05
1000	0.00	0.00	0.25	0.00	0.00	0.20	0.20	0.05	0.03	0.03	0.00	0.03	0.05	0.05
1100	0.20	1.00	0.00	0.25	0.50	0.20	0.00	0.03	0.05	0.03	0.05	0.10	0.00	0.00
1200	0.00	0.25	0.00	0.00	0.50	0.00	0.20	0.00	0.05	0.05	0.05	0.08	0.03	0.00
1300	0.40	0.00	0.25	0.00	0.00	0.00	0.20	0.00	0.08	0.03	0.05	0.00	0.03	0.08
1400	0.20	0.50	0.00	0.25	0.25	0.00	0.40	0.03	0.08	0.05	0.03	0.10	0.05	0.00
1500	0.20	0.25	0.25	0.00	0.50	0.00	0.20	0.00	0.10	0.08	0.03	0.03	0.05	0.03
1600	0.00	0.25	0.00	0.00	0.50	0.20	0.00	0.10	0.03	0.03	0.05	0.05	0.00	0.08
1700	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.05	0.05	0.08	0.03	0.05	0.03
1800	0.20	0.00	0.25	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.03	0.03	0.05	0.08
1900	0.00	0.25	0.00	0.00	0.00	0.20	0.40	0.05	0.00	0.03	0.00	0.03	0.00	0.00
2000	0.00	0.00	0.00	0.25	0.00	0.00	0.20	0.03	0.00	0.00	0.00	0.03	0.00	0.03
2100	0.20	0.25	0.25	0.00	0.25	0.40	0.00	0.03	0.03	0.03	0.00	0.03	0.05	0.05
2200	0.20	0.00	0.00	0.00	0.00	0.20	0.20	0.03	0.03	0.00	0.03	0.00	0.03	0.03
2300	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.05	0.03	0.03	0.00	0.00

1. No Code 2 ALA PCR data were provided for the month of July 2011.

2. In the absence of ALA PCR Data, the Code 2 daily mean values for July 2011 are averages based on the 9 months of available Code 2 data. These averages do not take into account seasonal variations.

From 08/01/2011 Through 08/31/2011

Hour	Code 3							Code 2 Estimated						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.25	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00
0100	0.25	0.00	0.00	0.20	0.00	0.00	0.50	0.00	0.03	0.03	0.00	0.00	0.00	0.00
0200	0.25	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00
0300	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.03	0.00	0.00	0.00
0400	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.00	0.00	0.00	0.00
0500	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.00	0.03
0600	0.00	0.20	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.05	0.00	0.03	0.00	0.03
0700	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.05	0.00	0.03	0.03	0.05	0.00
0800	0.75	0.00	0.00	0.20	0.00	0.50	0.00	0.00	0.05	0.05	0.00	0.03	0.03	0.00
0900	0.00	0.20	0.20	0.00	0.00	0.75	0.50	0.00	0.00	0.05	0.05	0.03	0.05	0.05
1000	0.00	0.20	0.40	0.00	0.00	0.25	0.00	0.05	0.03	0.03	0.00	0.03	0.05	0.05
1100	0.00	0.00	0.00	0.00	0.25	0.00	0.25	0.03	0.05	0.03	0.05	0.10	0.00	0.00
1200	0.25	0.40	0.20	0.00	0.25	0.00	0.25	0.00	0.05	0.05	0.05	0.08	0.03	0.00
1300	0.50	0.40	0.00	0.00	0.00	0.00	0.25	0.00	0.08	0.03	0.05	0.00	0.03	0.08
1400	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.03	0.08	0.05	0.03	0.10	0.05	0.00
1500	0.00	0.20	0.20	0.00	0.00	0.00	0.50	0.00	0.10	0.08	0.03	0.03	0.05	0.03
1600	0.25	0.20	0.00	0.20	0.00	0.25	0.50	0.10	0.03	0.03	0.05	0.05	0.00	0.08
1700	0.25	0.20	0.00	0.00	0.00	0.00	0.25	0.00	0.05	0.05	0.08	0.03	0.05	0.03
1800	0.00	0.20	0.00	0.00	0.50	0.25	0.25	0.00	0.00	0.00	0.03	0.03	0.05	0.08
1900	0.25	0.00	0.20	0.40	0.00	0.50	0.25	0.05	0.00	0.03	0.00	0.03	0.00	0.00
2000	0.25	0.40	0.40	0.20	0.00	0.25	0.00	0.03	0.00	0.00	0.00	0.03	0.00	0.03
2100	0.00	0.20	0.00	0.20	0.00	0.00	0.00	0.03	0.03	0.03	0.00	0.03	0.05	0.05
2200	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.03	0.03	0.00	0.03	0.00	0.03	0.03
2300	0.25	0.20	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.05	0.03	0.03	0.00	0.00

1. No Code 2 ALA PCR data were provided for the month of August 2011.

2. In the absence of ALA PCR Data, the Code 2 daily mean values for August 2011 are averages based on the 9 months of available Code 2 data. These averages do not take into account seasonal variations.

From 05/01/2012 Through 05/31/2012

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0100	0.00	0.00	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0200	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00
0300	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0400	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0500	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0600	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00
0700	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0800	0.00	0.25	0.40	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00
0900	0.25	0.00	0.20	0.20	0.80	0.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
1000	0.50	0.00	0.00	0.20	0.20	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.25	0.00
1100	0.00	0.75	0.00	0.00	0.60	0.00	0.25	0.00	0.25	0.20	0.00	0.00	0.00	0.00
1200	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.00	0.00	0.00	0.00	0.20	0.00	0.00
1300	0.25	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00
1400	0.00	0.50	0.20	0.40	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.25	0.00
1500	0.25	0.25	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.00
1600	0.00	0.00	0.20	0.00	0.20	0.00	0.25	0.50	0.00	0.20	0.20	0.00	0.00	0.00
1700	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00
1800	0.00	0.00	0.00	0.00	0.20	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.25	0.00
1900	0.00	0.25	0.40	0.40	0.20	0.25	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00
2000	0.25	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2100	0.00	0.00	0.00	0.40	0.00	0.00	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00
2200	0.50	0.00	0.00	0.00	0.00	0.25	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2300	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

From 06/01/2012 Through 06/30/2012

Hour	Code 3							Code 2						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0000	0.00	0.25	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.20	0.00
0100	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00
0200	0.00	0.00	0.00	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0300	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00
0400	0.25	0.25	0.25	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0500	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0600	0.00	0.25	0.00	0.25	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0700	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00
0800	0.25	0.00	0.00	0.25	0.25	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0900	0.25	0.25	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.25	0.00	0.00	0.00	0.00
1000	0.25	0.25	0.00	0.00	0.25	0.20	0.40	0.00	0.25	0.00	0.00	0.00	0.00	0.20
1100	0.00	0.50	0.25	0.25	0.25	0.20	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00
1200	0.00	0.25	0.00	0.25	0.50	0.20	0.00	0.00	0.25	0.25	0.00	0.00	0.00	0.00
1300	0.00	0.00	0.25	0.00	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20
1400	0.25	0.25	0.25	0.00	0.00	0.00	0.00	0.25	0.00	0.25	0.25	0.25	0.00	0.00
1500	0.25	0.75	0.50	0.25	0.00	0.60	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00
1600	0.00	0.25	0.25	0.00	0.25	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.20
1700	0.25	0.25	0.00	0.00	0.75	0.20	0.00	0.00	0.00	0.00	0.25	0.25	0.00	0.00
1800	0.00	0.00	0.00	0.25	0.50	0.40	0.60	0.00	0.00	0.00	0.00	0.00	0.20	0.20
1900	0.25	0.25	0.50	0.25	0.00	0.00	0.40	0.00	0.00	0.00	0.00	0.25	0.00	0.00
2000	0.00	0.75	0.50	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2100	0.00	0.25	0.00	0.00	0.00	0.20	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00
2200	0.25	0.25	0.00	0.25	0.00	0.20	0.40	0.00	0.00	0.00	0.00	0.00	0.00	0.20
2300	0.25	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.00	0.25	0.00	0.00

