

**Request for Proposal (RFP) for Emergency
Medical Service (EMS) for Baker County
Board of Commissioners, Baker County
Georgia**

Issue Date: Wednesday, January 31st, 2024

Submission Due Date:

Tuesday, February 20th, 2024, by 4:00 P.M.

**Baker County Board of Commissioners
167 Baker Place
P. O. Box 607
Newton, Georgia 39870**

Connie C. Hobbs, Chair

**Baker County Board of Commissioners
229-734-3000**

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The purpose of this document is to establish an exclusive contract for the provision of Advanced Life Support Emergency Medical Service response for 911 emergency calls within Baker County, Georgia.

1.1 Submittal Costs and Confidentiality

All expenses for preparing and submitting responses are the sole cost of the party submitting the response. The County is not obligated to any party to reimburse such expenses. All submittals upon receipt become the property of the County. Labeling information provided in submittals "proprietary" or "confidential," or any other designation of restricted use will not protect the information from public view. Subject to the provisions of the Open Records Act, the details of the proposal documents will remain confidential until final award.

1.2 Award Conditions

This request and any proposal submitted in response, regardless of whether the proposal is determined to be the best proposal, is not binding upon the County and does not obligate the County to procure or contract for any services. Neither the County nor any party submitting a response will be bound unless and until a written contract mutually accepted by both parties is negotiated as to its terms and conditions and is signed by the County and a party containing such terms and conditions as are negotiated between those parties. The County reserves the right to waive non-compliance with any requirements of this Request for Proposal and to reject any or all proposals submitted in response. Upon receipt and review of responses, the County will determine the parties and proposal, that in the sole judgment of the County, is in the best interest of the County (if any is so determined), with respect to the evaluation criteria stated herein. The County then intends to conduct negotiations with such parties to determine if a mutually acceptable contract may be reached and while doing so may use ideas expressed in any proposal.

1.3 Evaluation of Submittals and Qualifications

Evaluation of submittals and firms' qualifications will be conducted by the Baker County Commission Chair and Administrative staff. The selection will be based solely on the staff's belief in what is best for the citizens of Baker County. Proposers understand and accept that by responding to this solicitation they are willingly participating in this process that consists to some degree of subjectivity on the part of the Commission Chair and Administrative members in determining the firm(s) capable of providing the best overall solution.

All communication regarding this RFP process shall be directed to the Commission Chair for this project. Any firm attempting to interfere with the selection process such as communication with one or more member(s) of the Baker County Board of Commissioners or parties affiliated with Board of Commission members to influence their judgement will be permanently disqualified from consideration.

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1.5 Timeline

Proposals must be received by Tuesday, February 20th, 2024, at 4:00 P.M.

Board of Commissioners (BOC) staff opens bids on Wednesday, February 21st, 2024, at 10:00 A.M.

Bid Award will be announced at the Baker County Board of Commissioners Regular Meeting on Tuesday, March 5th, 2024, at 7:30 P.M.

Section 2- Scope of Work and Practices

Provide a brief description of the project and list of services and products requested that, while not comprehensive or complete in nature, will provide the Baker County BOC with proposals that can be easily compared.

It is the intent to ultimately enter into an agreement with the Emergency Medical Service provider that ensures the prescribed services be available on a 24-hour per day basis, seven (7) days per week, and 365 days per year.

2.1 Background and Service Area

Baker County is approximately 349 square miles with a population of 2,876. Within the boundaries of Baker County is the city of Newton. The territory consists of both municipal and rural areas. All 911 calls placed in Baker County are currently answered by Miller-Baker 911 Dispatch Center. The Center then dispatches the appropriate agency. The 911 center does not have Emergency Medical Dispatch (EMD) capabilities.

Total Calls:	593
Treated, transported:	328
<u>Primary receiving facilities:</u>	
John D. Archbold -	19
Phoebe Putney Hospital -	195
Mitchell County Hospital -	81
Miller County Hospital -	17
Tallahassee Memorial Health/Care	1
Colquitt Regional Medical Center	2
Bainbridge Memorial Hospital	2
Home	5
Survival Flight Landing Zone	5
Mitchell County Morgue	1

2.3 Emergency Medical Service provider responsibilities

It is expected that any potential Emergency Medical Service (EMS) provider will be duly licensed and meet and/or exceed all professional and/or legal standards of licensing as an Emergency Medical Service provider in the State of Georgia. Emergency Medical Service provider shall be knowledgeable of and familiar with EMS rules, regulations and laws as promulgated by the State of Georgia, Department of Public Health, Office of Emergency Medical Services and Trauma prior to responding to this RFP.

This will be a performance-based contract. Evaluations will be performed monthly for the first six (6) months, then quarterly for the length of the contract. A performance bond must be obtained by the provider prior to the signing of the contract.

A contract will be entered into with the awarded Emergency Medical Service provider for an initial period of one year and may be renewed at the sole discretion of the County for up to four (4) additional one (1) year terms upon written agreement of the parties.

Emergency Medical Service provider will transport, at no charge to Baker County, any and all

require emergency medical services. This provision shall also include, but not limited to, all elected or appointed officials, employees, personnel, prisoners, firefighters, and public safety personnel of any and all municipalities located partly or wholly in Baker County.

The Emergency Medical Service provider must provide and pay for all administration, insurance, professional expertise, labor, materials, vehicles, and equipment necessary to respond to all emergency calls referred to the Emergency Medical Service provider by the County. It is required that the EMS Provider have a physical base of operations located within the boundaries of Baker County on a 24-hour, 7 day a week, 365 days a year basis.

Each ambulance placed in service for coverage will have at least one paramedic level provider and one other provider, licensed to respond to 911 calls as allowed by the Rules of the Department of Public Health, Chapter 511-9-2.

The Emergency Medical Service provider will meet or exceed executing a twelve (12) minute response time for 85-90 percent of all 911 responses in Baker County. A chute time of 120 seconds or less enroute time for a unit from the time a 911 call is dispatched, and 40 minutes or less turnaround time from receiving facility to being back in the county.

This also includes sending an ambulance to all structure fires, requests during a disaster or when severe inclement weather conditions exist.

The Emergency Medical Service provider will participate in, and are subject to, any Mutual Aid agreements as directed by the BOC.

The Emergency Medical Service provider will also provide communication devices for all EMS vehicles and personnel that are compatible with the Miller-Baker County E-911 radio system.

The Emergency Medical Service provider will provide one team member to participate in the 911 Advisory Board of the Miller-Baker 911 Center.

2.4 Insurance Provisions

The Emergency Medical Service provider shall maintain, at its expense, professional liability and commercial general liability insurance in an amount equal to at least \$1,000,000 for each claim and at least \$2,000,000 in aggregate; workers' compensation insurance, with limits of not less than the statutory required limits for workers' compensation in the state of operation; auto liability insurance in an amount not less than one million (\$1,000,000) per accident for bodily injury and/or property damage, and professional liability insurance in an amount not less than one million dollars (1,000,000) for each claim, which may be provided through its customary self-insured retention fund. Such insurance shall name Baker County as an Additional Insured

agents, or representatives unless there is insurance coverage in effect as provided herein.

Emergency Medical Service provider will provide evidence of all coverage to Baker County in the form of Certificates of Insurance, including in excess coverage.

2.5 Required Meetings

The Emergency Medical Service provider shall provide representatives to meet with BOC officials, as may be requested, for the purpose of reviewing system issues and Emergency Medical Service performance. The BOC agrees to give reasonable notice of such meetings. Furthermore, the Emergency Medical Service provider shall attend all required meetings held by EMS organizations or regulatory agencies.

2.6 Required Reports

The following reports shall be provided to the BOC on a monthly, quarterly, or annual basis, as will be determined:

Bio spatial Data:

- Response time compliance.
- Total responses.
- Total patient refusals.
- Distribution of responses by time of day and day of week.
- Summary of patient complaints (situation found).
- Breakdown of all calls by category to include ALS, emergency transfers and air ambulance services.
- Copies of any motor vehicle investigations involving an EMS vehicle owned by the Emergency Medical Service provider while on a 911 call originating in Baker County.
- Mutual aid into or out of Baker County.

Operational Data:

- Financial statements regarding operations in Baker County.
- Training of personnel in the use of an E-PCR system, as well as any other training related to EMS licensure.

Sufficient staffing levels of qualified Ambulance Services shall be maintained to ensure response times and required paramedic levels are met. The Emergency Medical Service provider shall provide adequate supervision of all personnel and operations at all times.

At least one (1) ambulance crew must be staffed for use in Baker County. Each ambulance will be staffed to the Advanced Life Support level with a minimum of one person with a Paramedic license and one other provider, licensed to respond to 911 calls as allowed by the Rules of the Department of Public Health, Chapter 511-9-2.

The station will house at least one Advanced Life Support ambulance. The station is located at: located at 229 Hoke Smith Drive, Newton, Georgia.

Shift change shall occur at the station. Every effort should be made to keep coverage in the station area whenever possible.

The Emergency Medical Service provider shall participate with the BOC in a PSA campaign to inform residents of the new service in the lead up to the deployment of service.

2.8 Ambulance Fees and Guidance for Rate increases

The Emergency Medical Service provider shall be entitled to charge patients for the services rendered according to the patient fee schedules included and proposed by the Emergency Medical Service provider as part of this procurement process. The proposed rate schedule shall be in effect for the initial 12 months of operations and shall not be increased during this timeframe. The Emergency Medical Service provider may not deviate from or alter the established fee schedule without prior written authorization by the BOC. All emergency transport rates shall be based on the patient condition, or the services rendered.

The Emergency Medical Service provider shall provide as part of their proposal a comprehensive rate schedule for all services, materials, medications, and other actions or items that may be billed to a patient during their treatment and transport. The contents and description of the "Proposed Rate Schedule" shall include, but not be limited to the following:

- Whether a "bundled or unbundled" rate structure is being proposed.
- Single base-rate charge and what items are included and excluded from the base charge.
- If "unbundled", a complete schedule of charges for medical supplies, equipment, procedures, or other services that may be charged to the patient.
- Mileage rates.

EMS system. The Emergency Medical Service provider may engage, at its sole expense, a third-party agent to provide EMS billing and collection services. The third-party service is required to comply with all rules imposed by the BOC on the Ambulance Service.

Section -3 Proposal Format

Introduction

The Emergency Medical Service provider shall provide a brief understanding of the County's needs and the Emergency Medical Service provider's capability to perform the services described in this RFP. The Emergency Medical Service provider shall also provide a summary of their proposal, focusing on the highlights of their plan.

Respondents shall organize their submissions in such a way as to follow the general evaluation criteria as listed below:

3.1 Company Information

Provide all vital and accurate information relating to corporate information as registered with the State of Georgia and the federal government. Such information shall include at a minimum, but not limited to:

- Company history- Years in business, nature of business, locations of business, location of headquarters, number of employees, nature of business plan (in relation to continued growth).
- Name of company as it appears on the Ambulance License
- Authorization to conduct business in Georgia (Ambulance License)
- Corporate Address/Mailing address
- FEIN and Corporate Identification
- Contact person for the company
- Name and Title of person authorized to sign legal documents on behalf of the company.

3.2 Operational Documents

Provide copies of the following documents:

- A signed statement authorizing submission of the proposal.
- A signed statement from the Chief Executive Officer (CEO) of the Emergency Medical Service provider stating the beginning date Emergency Medical Service provider can begin operations, but not later than May 1st, 2024, at 0901 hours.

- Insurance coverage.
- Ambulance Service's proposed Policies and Procedures, ambulance equipment/inventory list, and proposed organizational structure and staffing levels.
- Ambulance Service's operating medical protocols.
- Ambulance Service's Medical Director.
- Ambulance Service's Infection Control Policy.
- Letter(s) of reference where the Emergency Medical provider provides E-911 service.

3.3 Rate Structure

Provide a comprehensive rate schedule for all services, materials, medications and other actions or items that may be billed to a patient during their treatment and transport. (See Section 2, 2.8 for details)

Additional Considerations:

1. Baker County shall provide suitable quarters for the Emergency Medical Services provider to house its personnel and equipment during the term of the contract at no cost. The Emergency Medical Service provider shall be responsible for its own utilities expense and other expenses incurred, including cleaning and routine interior maintenance. The Emergency Medical Services provider shall be permitted to erect a sign which meets all local regulations regarding size and placement at the station signifying that location as an EMS Station. Any changes to the stations or location of the station must be agreed upon and approved, in writing, by both parties.
2. Baker County shall provide all search, rescue, and extrication at no cost to Service provider.
3. Emergency Medical Service provider will provide First Responder training to the emergency responders in Baker County at no cost.
4. Any chargeable item used by the Baker County First Responders on a call, while assisting the Emergency Medical Services provider, will be replaced by the EMS Service.

Medical Services provider, shall provide complete billing information for Workers Compensation Insurance and the EMS provider shall bill the WC Insurance Provider.

6. A reduction of 1% of monthly bill will be withheld if performance metric is not met after a review between the EMS provider and the County Manager/BOC.

Proposal for Ambulance Services for the Baker County Board of Commissioners will be received at the County Commissioners office at **167 Baker Place, Newton, Georgia until 4:00 p.m. Tuesday, February 20th, 2024.**

Any EMS provider bidding on this proposal will be allowed to present to the Baker County Board of Commissioners on **Wednesday, February 28th at 10:00 a.m.** if the request is made to the Chair of the Board of Commissioners in writing at the time their proposal is submitted.

The Baker County Board of Commissioners reserves the right to reject any proposals, waive any informalities, or award the contract in the best interest of Baker County, Georgia.