

Paradise Valley Ambulance RFP

STUDY SESSION

FEBRUARY 13, 2020



Key Question

- Does the Council seek any changes to Draft RFP?
- Does the Council give direction to issue the RFP and move forward with the solicitation?

Background

- Town currently contracts with PMT Ambulance to provide service to PV
- Contract has been extended until September 30, 2020 in order to allow for a new RFP and competitive bid process
- Potential bidders to an RFP could include:
 - PMT
 - Maricopa Ambulance, LLC
 - ABC Ambulance
 - City of Phoenix Ambulance Service (would require a Certificate of Necessity or other authority)
- Two types of ground emergency ambulance service are authorized by DHS:
 - 1) Basic Life Support (BLS) service, where the ambulance has limited equipment and pharmaceuticals and is staffed by emergency medical technicians (EMT's); and
 - 2) Advanced Life Support (ALS) service, where the ambulance is equipped with more sophisticated medical equipment, carries additional pharmaceuticals, and is staffed with at least one paramedic.

Existing 'Ambulance Facility'

- Current 2010 contract with PMT includes a dedicated ambulance and a 'staging area' in Town-owned house at 6517 E Lincoln Drive
- House provides living quarters for staff and ambulance staging facility
- Term of lease concurrent with term of ambulance contract
- Monthly rent \$3,000; constant since lease inception

Since the last March 24, 2019 Study Session...

Drafted an RFP with the following assumptions, that Paradise Valley would desire:

- Advanced life support (ALS) service
- Clinical Performance Standards
- Response time is only one component of performance

Two experts in the field reviewed and commented (one volunteer resident and one nationally known consultant).

- Both stressed the importance of not focusing on response time solely and using evidence-based clinical performance measures
- Consultant provided some redline changes and concurred with direction.

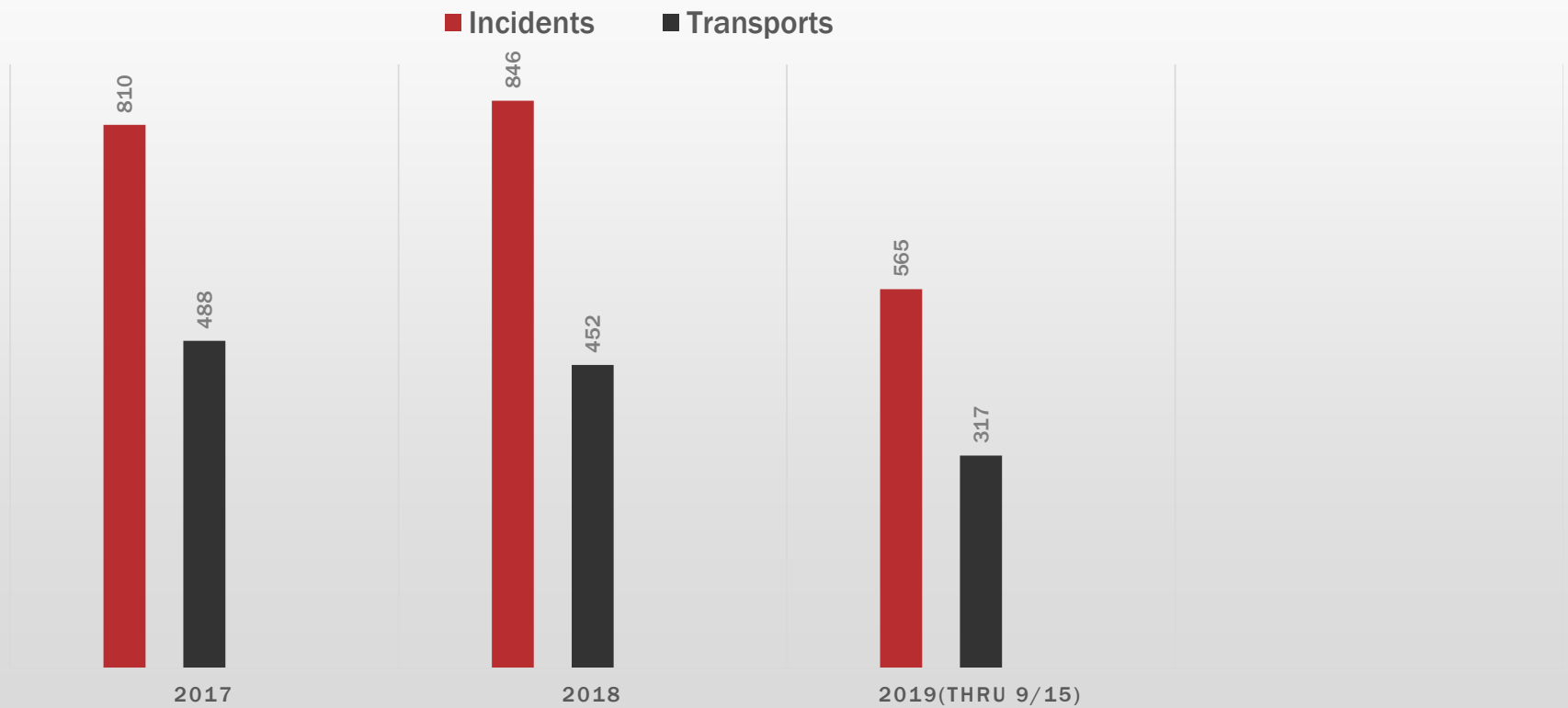
Performance-Based v. Level of Effort:

- Requiring a dedicated ambulance is a Level of Effort; Response time requirement (xx minutes) is a performance measure.
- 'Patient outcome' is also an important performance measure.
 - Clinical research indicates patient care may be more important than speed of response.
 - Although treatment of cardiac arrest indicates quick treatment is important, they represent only 1-2% of EMS responses and automated defibrillators are easily used by lay and Basic Life Support responders
 - First Responders are key to stabilize cardiac patients with AEDs and/or CPR.
 - For other areas of care, (i.e. prehospital 12-lead EKG) analysis is important as are other background performance measures (efficient dispatch, quality assurance protocols, AED availability)

Areas of Essential Performance in RFP

1. Ambulance response times;
2. Contractor provided ambulances, equipment, materials and supplies;
3. Staffing levels including personnel with current certification/licensure;
4. Clinical performance consistent with approved medical standards and protocols;
5. Management and field supervision;
6. On-going training and continuing education;
7. Collaboration with other emergency responders and medical personnel;
8. Comprehensive quality improvement and compliance activities and results;
9. Accurate and timely reporting; and
10. Patient and community satisfaction survey by 3rd party

Small Call Volume for Paradise Valley



Key Assumptions

- Changes and improvements in EMS have occurred during the last 10 years.
- Patient outcomes high priority.
- Provide verifiable data monthly to determine whether performance measures are met.
- Each Proposer must use its own best expertise and judgment in deciding on the methods to be employed to achieve and maintain the performance required under Agreement.
- RFP states preference for no subsidy contract.
- RFP allows for alternative proposals with different levels of service and financial considerations.

RFP Weighted Criteria

<u>Criteria</u>	<u>Weight (100 points)</u>
▪ Quality Methodology/Deployment Model	50%
▪ Financial Considerations/Cost of Services to Town	30%
▪ Firm Experience & Qualifications	20%

- Council review and input on draft RFP
- Issue RFP to extended list of potential bidders (March 19)
- Hold mandatory pre-submittal conference to answer questions
- Proposal Due Date: April 30, 2020
- Evaluate proposals by Proposal Evaluation Committee including two experts, PD and staff based on weighted criteria in RFP
- Recommendation to Council for contract award or rejection of all proposals (May 28, 2020)

Next Steps

Ambulance RFP to Selection and Contract

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