

BOARD OF COUNTY COMMISSIONERS

BOARD APPROVED

5-25-04

DATE

ITEM #

26 B

DATE: May 25, 2004

AGENDA ITEM NO.

Consent Agenda ☐

Regular Agenda ☐

Public Hearing ☐

County Administrator's Signature:

Subject:

Approval of Final Negotiated Contract - Paramedics Plus, L.L.C.
Contract No. 034-283-P (AM)

Department:

Purchasing Department
EMS & Fire Administration

Staff Member Responsible:

Joe Lauro, Director
Chuck Kearns, Director

Recommended Action:

I RECOMMEND THE BOARD OF COUNTY COMMISSIONERS, ACTING AS THE EMERGENCY MEDICAL SERVICES AUTHORITY, APPROVE THE FINAL NEGOTIATED CONTRACT FOR AMBULANCE SERVICES WITH PARAMEDICS PLUS, L.L.C., TYLER, TEXAS.

IT IS FURTHER RECOMMENDED THAT AFTER PROPER EXECUTION OF THE AGREEMENT BY THE CHAIRMAN AND AFTER WRITTEN APPROVAL AS TO FORM BY THE OFFICE OF THE COUNTY ATTORNEY, THE CLERK BE AUTHORIZED TO ATTEST TO THEIR SIGNATURE.

Summary Explanation/Background:

On May 11, 2004, the Board approved the ranking of firms for providing Ambulance Services, and related services and authorized staff to negotiate a final contract with the number one ranked firm, Paramedics Plus, L.L.C.

This contract is for an initial period of five (5) years, and two (2) additional three (3) year options of renewal if the same prices, terms, and conditions exist, and approval of the Emergency Medical Services Authority is granted.

Some required items will be provided by the contractor between now and September 30, 2004. These items include, but are not limited to the ambulances which will be built, defibrillators and other equipment which will be acquired, certificates of insurance for professional liability, workers compensation and vehicle liability,

Features of the Proposal

1. Paramedics Plus, L.L.C., is proposing to offer employment to 100% of all incumbent Emergency Medical Technicians, Paramedics, Transport Nurses, Mechanics, and Materials Technicians. Proposer will provide improved employee benefits, including better retirement and scholarships.
2. Proposer will set a nine percent (9%) profit cap annually over the term of the contract. If profits exceed nine percent (9%) annually, the excess will be utilized in and for the EMS System.
3. Proposer will not assess corporate management fees and will provide profit and loss reports monthly, and independently reviewed financial statements annually.
4. Proposer commits to improved response time compliance, 92 percent County-wide (after a six month start-up period in which 90 percent must be attained) for emergencies and downgraded emergencies, 95

percent for scheduled non-emergencies, and 93 percent for unscheduled non-emergencies, calculated on a monthly basis.

5. Proposer will provide all new, top of the line ambulances, support vehicles, and medical equipment.
6. Proposer will provide Temperature Control for Medications using the Constemp® product in each Sunstar ambulance to maintain a constant temperature according to manufacturer's specifications.
7. Proposer will provide 10 free Automated External Defibrillators (AED) per year, placed around the county to improve cardiac resuscitation opportunities.
8. Proposer will implement the Zoll Data Systems' RescueNet™ Dispatch CAD, which is fully compatible with the existing County Billing System.
9. Proposer will implement an electronic patient care reporting system.
10. Proposer commits to train all of the Pinellas County full-time, and part-time paramedics they employ in a pediatric life support certification course by the end of the fourth year of the contract.
11. Proposer will offer education in home fall prevention assessment/intervention utilizing the creator of "Happy at Home" public education program. Proposer will train all Paramedics in Geriatric EMS awareness.
12. Proposer is a member of a medical supply-purchasing cooperative. It is a member-owned cooperative formed to reduce overall cost by negotiating sole source manufacturer agreements to purchase medical supplies at volume discount prices. The Authority should realize savings on disposable medical supplies.
13. Proposer will also equip two of the special-needs (Bariatric) ambulances with new specialty stretchers. These fully equipped stretchers can handle patients up to 850 pounds in the up position, and 1,600 pounds in the down position.
14. Proposer will provide marketing support to the FirstCare Ambulance Membership program. This will include providing membership cards, bumper stickers, two full-color newsletters a year, pre printed membership renewal forms, and a promotional item of some type featuring the Sunstar logo to FirstCare members each year.
15. Proposer will provide educational materials, system brochures, and a website available in Spanish and English. Proposer will also give ownership of this website to Pinellas County.
16. Proposer will obtain Commission on Accreditation of Medical Transportation Services (CAMTS) accreditation for Sunstar's Critical Care Transport program.
17. Proposer's operation in Oklahoma was awarded the 2002 Oklahoma Quality Award for Commitment. Proposer commits to applying for the Florida Governor's Sterling Award and the Malcolm Baldrige National Quality Award.

Contract Improvements

The following items were incorporated into the Ambulance Service Agreement pursuant to the proposal:

- Section 401 updated to require a Fleet Maintenance Vehicle as proposed.
- Section 402 updated to document proposed Computer Aided Dispatch software.
- Section 403 updated to document proposed electronic Patient Care Reporting system.
- Section 405 updated to document Response Time improvements.
- Section 407 updated to reflect new programs offered including Child Passenger Safety Seat Installation training, Geriatric Education for EMS, and Pediatric Advanced Life Support training.
- Section 417 updated to reflect Commission on the Accreditation of Medical Transportation Services accreditation requirement for the Sunstar Critical Care Transport program.

- Section 419 updated to reflect the proposed Elderly Fall Prevention Program, ten donated Automated External Defibrillators for each year of the agreement, and support for the Sunstar FirstCare Membership program.
- Section 708 updated to reflect Proposer's offer to use purchasing cooperatives to seek the lowest price for Medical Supplies purchased by the Authority.
- Section 716 added to document the Proposer's offer to cap earnings before taxes at nine percent (9%), to utilize profits in excess of nine percent (9%) for the EMS System, to not charge corporate overhead or indirect cost allocations, and to provide profit and loss reports monthly, and an independently reviewed financial statement annually.
- Section 801 improved Default language at the request of the County Attorney.
- Section 1002 improved Nondiscrimination language at the request of the County Attorney.
- Various appendices were updated to reflect temperature control for medications, special needs equipped Ambulances, proposed vehicles, and the Proposer's Medicare and HIPAA Compliance Programs.

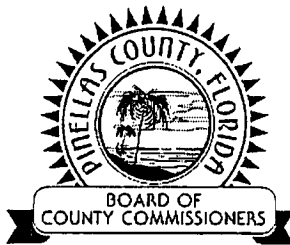
Fiscal Impact/Cost/Revenue Summary:

ESTIMATED FY04-05 EXPENDITURE: \$21,349,825.72

Funds are available in the EMS & Fire Administration operating budget.

Exhibits/Attachments Attached:

Contract Review
Agenda from May 11, 2004 Approving Firms Ranking
Agreement



BOARD OF COUNTY COMMISSIONERS

DATE: May 11, 2004

AGENDA ITEM NO.

40a

Consent Agenda ☐

Regular Agenda ☒

Public Hearing ☐

County Administrator's Signature:

Subject:

Approval of Ranking of Firms - Ambulance Services, RFP 034-283-P (AM)

Department:

EMS and Fire Administration
Purchasing

Staff Member Responsible:

Chuck Kearns, Director
Joseph Lauro, Director

Recommended Action:

I RECOMMEND THE BOARD OF COUNTY COMMISSIONERS, ACTING AS THE EMERGENCY MEDICAL SERVICES AUTHORITY, APPROVE THE RANKING OF FIRMS AND AUTHORIZE STAFF TO NEGOTIATE WITH THE NUMBER ONE RANKED FIRM, PARAMEDICS PLUS, LLC, TO PROVIDE AMBULANCE SERVICES.

Summary Explanation/Background:

On February 27, 2004, the Purchasing Department, on behalf of EMS and Fire Administration, let a Request For Proposal (RFP) for Ambulance Services.

Three (3) proposals were received. The process used to reach a final ranking of firms is as follows: an evaluation committee consisting of the following representatives: the Chief Assistant County Administrator, the Executive Director of the EMS Authority, a Physician representing the Medical Control Board, a citizen representing the Pinellas Assembly Fire/EMS Task Force who is an Attorney, and a citizen who serves as Chairman of the EMS Advisory Council who is a healthcare executive with a finance and technology background. The Evaluation Committee, along with staff representing EMS and Fire Administration and the Purchasing Department acting in an advisory capacity, met on May 3, 2004, to evaluate and score the proposals received.

The firms in order of ranking are as follows:

1. Paramedics Plus, LLC	873.00 Points
2. Lifefleet Southeast, Inc. d/b/a American Medical Response	611.50 Points
3. MetroPinellas Ambulance Service	570.50 Points

The firms were evaluated according to the following criteria:

1. Management and Planning	100 Points
2. Information Systems	100 Points
3. Personnel	150 Points
4. Equipment and Supplies	100 Points
5. Commitment to Customers and Community	150 Points
6. Financial Capability and Business Ethics	100 Points
7. Additional Proposed Services	0 Points
8. Price	300 Points

With the approval of the Board, staff will begin the negotiation process with the number one ranked firm, Paramedics Plus, LLC. Negotiations will be centered on finalizing the Model Ambulance Service Agreement by incorporating enhancements proposed by Paramedics Plus, LLC. A summary of proposed enhancements is as follows:

- A cap of 9 percent pre-tax profit annually. Any profit above this cap will be returned to the EMS Authority.
- Improved Emergency Response Time compliance at 10:00 minutes, 92 percent Countywide (within six months of startup). Note: Contractor will be held to contract standard of 90 percent for the first six months.
- Improved Non-Emergency Response Time compliance at 60:00 minutes, 95 percent Countywide.
- Improved Scheduled Transport Response Time Compliance at 15:00 of scheduled appointment time, 93 percent Countywide.
- Administrative support to improve the County's Sunstar FirstCare membership program.
- Provide ten (10) Automatic External Defibrillators (AEDs) per year to be placed around the county to improve Sudden Cardiac Arrest survival rates.
- A comprehensive public education program to reduce injuries and deaths from falls in Pinellas County.
- Geriatric specific, medical education for all Paramedics and EMTs.
- Provide improved employee benefits, including better retirement and scholarships for Paramedics, EMTs and administrative personnel.

In addition, Staff performed extensive due diligence on many issues pertaining to this contract that is available for review.

Fiscal Impact/Cost/Revenue Summary:

Funding source will be from Ambulance Service revenue from User Fees collected by EMS and Fire Administration. Pending negotiation, estimated annual cost should not exceed \$21,500,000.00.

Exhibits/Attachments Attached:

Department Recommendation
Scoring Worksheet
Evaluation Committee Consensus Reports
Conflict of Interest Statements



MEMORANDUM

DATE: May 6, 2004

TO: Joe Lauro, Director, Purchasing Department

FROM: C.T. Kearns, Director *CTK*

SUBJECT: Recommendation of Ambulance Service Providers from
RFP 034-283-P (AM)

On May 3, 2004 the Procurement Committee met to review and rank order the three proposals for Ambulance Services for the EMS Authority. The proposals were ranked in the following order:

1. Paramedics Plus, L.L.C.
2. LifeFleet Southeast, Inc. (AMR)
3. MetroPinellas Ambulance Service

The EMS & Fire Administration agrees with the Procurement Committee's scoring of these proposals. We recommend that the Board of County Commissioners approve the rank order and grant permission to negotiate with the highest-ranking firm.

REP-034-283-P
Section 8.0 Analysis

Base Services	Proposed #1 AMR		Proposed #2 AMR		Proposed #3 AMR	
	Price	Points	Price	Points	Price	Points
Base Monthly Transport Volume	8,000		8,000		8,000	
Base Monthly Payment Amount (including Amendment No. 2)	\$1,469,238.93		\$1,576,657.00		\$1,721,320.00	
Stop-Loss Payment (per transport)	\$145.99		\$145.99		\$156.77	
Transport Volume (Most Recent 12 Months)	101,833		101,833		101,833	
Dedicated Standby						
Dedicated Standby Rate (per hour) per Ambulance	\$71.68		\$71.68		\$79.00	
Standby Hours (Most Recent 12 Months)	2,445		2,445		2,445	
Long Distance						
Long Distance Transport Base Rate (per transport)	\$203.20		\$203.00		\$222.66	
Long Distance Transport Mileage Charge	\$1.95		\$1.95		\$2.50	
Long Distance Transports (Most Recent 12 Months)	1,534		1,534		1,534	
Mileage (Most Recent 12 Months)	18,437		18,437		18,437	
Critical Care Transport						
CCT Base Monthly Payment Amount	\$55,659.95		\$55,659.95		\$61,343.00	
CCT Call-Out Charge	\$116.42		\$116.42		\$128.30	
CCT Call Out Hours (Most Recent 12 Months)	311		311		311	
Other Services						
Tactical EMS	\$4,431.32		\$4,431.32		\$4,803.76	
Mental Health Transport Base Monthly Payment	\$16,666.67		\$16,666.67		\$0.00	
Additional Proposed Services						
E-PCR (AMR Option 3 and Paramedics* 372K/5Years)	\$0.00		\$0.00		\$58,605.12	
Emergency Compliance (AMR >91.5% and Paramedics* >92%)	\$0.00		\$0.00		\$0.00	
SUBTOTAL	\$19,962,647.26		\$21,349,825.72		\$23,503,504.4	
Inflation Adjustment (3% Minimum CPI)	\$598,879.42					
TOTAL COST OF SERVICES	\$20,561,526.70		\$21,349,825.72		\$23,503,504.4	
% Variance (Above/Below) Current Expenditure	18.10%		3.83%		14.31%	

Note: Estimate Run Volumes are based upon the most recent 12 Months (April 2003 - March 2004)

FINAL

Proposer	Proposed Price Range		Points
	From	To	
AMR (92%)	25,300,000.00	25,450,000.00	0
	25,140,000.00	25,300,000.00	10
	24,980,000.00	25,140,000.00	20
	24,820,000.00	24,980,000.00	30
	24,660,000.00	24,820,000.00	40
	24,500,000.00	24,660,000.00	50
Metro Fire/IAS (90%)	24,340,000.00	24,500,000.00	60
	24,180,000.00	24,340,000.00	70
	24,020,000.00	24,180,000.00	80
	23,860,000.00	24,020,000.00	90
	23,700,000.00	23,860,000.00	100
	23,540,000.00	23,700,000.00	110
AMR (90%)	23,380,000.00	23,540,000.00	120
	23,220,000.00	23,380,000.00	130
	23,060,000.00	23,220,000.00	140
	22,900,000.00	23,060,000.00	150
	22,740,000.00	22,900,000.00	160
	22,580,000.00	22,740,000.00	170
	22,420,000.00	22,580,000.00	180
	22,260,000.00	22,420,000.00	190
	22,100,000.00	22,260,000.00	200
	21,940,000.00	22,100,000.00	210
	21,780,000.00	21,940,000.00	220
	21,620,000.00	21,780,000.00	230
	21,460,000.00	21,620,000.00	240
Paramedics + (92%)	21,300,000.00	21,460,000.00	250
	21,140,000.00	21,300,000.00	260
	20,980,000.00	21,140,000.00	270
	20,820,000.00	20,980,000.00	280
	20,660,000.00	20,820,000.00	290
Current	20,500,000.00	20,660,000.00	300

Methodology:

1. Set Current Expenditure at 300 points

2. Deducted 10 points per \$180,000 above Current Expenditure

Consensus Evaluation Report

Evaluator: Group FINAL REPORT
 Proposer: Metro Pinellas

SCORE	DESCRIPTION
0%	Unresponsive to the requirements of the section.
10% - 30%	Does not meet current service level or requirements of the section.
40% - 60%	Partially meets the requirements of the section.
70% - 90%	Fully responsive to the requirements of the section.
100%	Exceeded <u>all</u> requirements of the section.

1.0 Management and Planning

Percentage: 80%

#	+/-	Section	Comments
1	+	1.1	Compliant to requirement.
2	+	1.2	Strong Management Team. Clinical Quality Director is a Physician. Locally owned and operated.
3	+	1.3	Clear, Comprehensive Plan.
4	+	1.4	Adequate.
5	+	1.5	Adequate Coverage Plan. 214,000 Unit Hours. MARVLIS System seems to be the best use of technology and available data analysis.
6	+	1.6	Thorough proposed plans.
7	-	1.7	Cumbersome Process Management Teams do not seem practical. Data back to Authority and patient follow-up.
8	-	1.8	Cumbersome to involve field personnel in all issues. Some duplication to OMD functions.

2.0 Information Systems

Percentage: 84%

#	+/-	Section	Comments
9	+/-	2.1	Scan forms used at Grady. Did not specify infrastructure. Spoke of use of Windows NT, which will no longer be supported.
10	+	2.2	Opticom, MARVLIS, Driver Monitor System, Web Scheduling, RightCAD completely compatible, internal training tool, ProQA. Proposing an impressive use of technology.
11	+	2.3	Comprehensive Plan for implementation and use.

3.0 Personnel

Percentage: 60%

#	+/-	Section	Comments
12	+/-	3.1	Offer to accept incumbent workforce. Same starting salary offered, same pay for incumbent workforce, however, lower top pay. Performance Bonus is a feature. 60% Family coverage is remarkable. Waiver of 90-day startup on insurance eligibility. Good 401K match. Tuition reimbursement offered. Strong concern about top pay for long-term employees.
13	+	3.2	Prescreen employees is a feature. Cross training is a feature.
14	+	3.3	Performance Incentive, Bonus and award plan is innovative. Additional internal training is a positive.
15	+	3.4	Commit to exceed requirement. Clinical Case Study is a feature. Commit to provide employees with training to increase clinical proficiency and professional status.

4.0 Equipment and Supplies**Percentage: 78%**

#	+/-	Section	Comments
16	+	4.1	Meet the requirements. 3 staff cars.
17	+	4.2	Meets the requirements.
18	+	4.3	Certified mechanics is a feature. New vehicles to fleet each year. Ford fleet software is good.
19	-	4.4	Change of EKG Monitor to a monitor not already approved by Medical Director, Medical Control Board and Authority. Could cause Authority to replace ALS First Responder EKG Monitors to ensure compatibility.
20	+/-	4.5	Bar code Electronic inventory system. Subcontractor to do warehousing and distribution.

5.0 Commitment to Customers and Quality**Percentage: 83%**

#	+/-	Section	Comments
21	+	5.1	Bariatric patient transport solutions. 100% patient feedback. Ring down line to ER is positive not essential. Report of all complaints to the Authority.
22	+	5.2	PIO, PSA and public education program was very strong. Explorer Program is positive.
23	+	5.3	Compliant.
24	-	5.4	Not in business as long as other providers. Never out of compliance with existing contracts. Strong letters of recommendation was impressive.
25	+	5.5	CAAS and ACE are offered.
26	+	5.6	Sterling and Baldrige was strong commitment.

6.0 Financial Capability and Business Ethics**Percentage: 54%**

#	+/-	Section	Comments
27	-	6.1	Did not say who owns shares.
28	-	6.2	Non compliant - Audited financial statements were not provided. Loan to other company. No CFO.
29		6.3	Lacking in financial depth to undertake a contract of this magnitude.
30		6.4	No issue.
31	+	6.5	No regulatory issues. Concern about the depth of Medicare/Medicaid compliance policy.
32	+	6.6	No litigation.

7.0 Additional Proposed Services

#	+/-	Section	Comments
33		7.0	Willing to negotiate to save money. Accounts receivable proposal is possible.

Questions for Metro Pinellas

1. Regarding pay scale on Page 30, does the table reflect the full pay range for the position or the range for starting pay in that position. Please provide maximum pay per category on Page 30 and 31.

Top of Paramedics was \$47K. EMT Top pay is \$35K.

2. Does Seniority count towards PTO schedule?

Yes.

3. Is a vision plan proposed?

Yes.

4. Page 41 refers to 6 hours is this in addition to County's 30-hour requirement provided by St. Petersburg College?

6 Hours above CME Program required by County.

Follow-up Question

5. **If an existing Sunstar Paramedic's pay is \$52,000 how will this employee be paid currently and going forward in the same position with your Company when the amount exceeds the current cap?**

Case by case basis.

Consensus Evaluation Report

Evaluator: Group FINAL REPORT
 Proposer: Paramedics Plus

SCORE	DESCRIPTION
0%	Unresponsive to the requirements of the section.
10% - 30%	Does not meet current service level or requirements of the section.
40% - 60%	Partially meets the requirements of the section.
70% - 90%	Fully responsive to the requirements of the section.
100%	Exceeded <u>all</u> requirements of the section.

1.0 Management and Planning

Percentage: 94%

#	+/-	Section	Comments
1	+	1.1	Compliant.
2	+	1.2	Strong Management Team. Exceeds expectation.
3	-	1.3	Start up schedule is comprehensive but lacking in detail.
4	+	1.4	Adequately addressed.
5	+	1.5	Proposal exceeds expectations due to 92/95/93 Response Time Compliance Standards. 218,000 Unit Hours. MARVLIS System seems to be the best use of technology and available data analysis.
6	+	1.6	Thorough proposed plans.
7	+	1.7	Award winning team. Good process management, good placement in the organization. Source code should be held in escrow.
8	+	1.8	Work with Authority and OMD to develop performance measures.

2.0 Information Systems

Percentage: 90%

#	+/-	Section	Comments
9	+	2.1	Rugged computers. Proposed electronic Patient Care Report is State of the Art. Proven technology in Oklahoma and Fort Worth. Fully integrated.
10	+	2.2	Comprehensive tools proposed. MARVLIS, ISERA, Road Safety, RightCAD, etc.
11		2.3	Comprehensive.

3.0 Personnel

Percentage: 87%

#	+/-	Section	Comments
12	+	3.1	Offer to accept 100% incumbent workforce. Met with current employees. Honor raises. Honor seniority. Comprehensive health benefits. Consistent pay and benefits. 401K match is good. Long term disability.
13	+	3.2	Good training and orientation proposed. Relocation incentive was a feature.
14	+	3.3	Strong employee communications and results communicated to the field. Reward and Recognition program is a feature. No Unfair Labor Practice (ULP) filed in six years.
15	+	3.4	Assessments are good Standardized certification for CCT. Leadership development (Covey and Hay Group). Geriatric Education for field personnel is excellent.

4.0 Equipment and Supplies

Percentage: 91%

#	+/-	Section	Comments
16	+	4.1	Meet the requirements. Temperature Control for Medications is a plus.
17	+	4.2	Offered second MHT Unit.
18	+	4.3	Oil Filters and frequent oil changes at hours and mileage.
19	+	4.4	Meets contract requirements. NIBP is a feature.
20	+	4.5	First Choice purchase cooperative is a feature. This would be the best due to high volume discounts. Real time order tracking is strong. Impressive \$500

		million in supplies purchased. Should save the County money.
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5.0 Commitment to Customers and Quality Percentage: 87%

#	+/-	Section	Comments
21	+	5.1	Bariatric Units x2, Superior Response Time Compliance will improve quality of service to all patients. Spanish speaking is a feature for website and brochures. Customer satisfaction for non-patients including involvement of OMD and Authority. Customer surveys are a feature.
22	+	5.2	Offering to enhance County's Membership Plan. Established website. Free AEDs x 10 is strong feature. Work with Health Department regarding elderly falls is strong feature.
23	+	5.3	Compliant.
24	+	5.4	Response Time Compliance improved to address a concern in Oklahoma. Showed all issues and how they addressed them.
25	+	5.5	CAAS and ACE are offered.
26	+	5.6	Won the State of Oklahoma Quality Award. Will attempt Sterling and Baldrige. Examiners on management team.

6.0 Financial Capability and Business Ethics Percentage: 87%

#	+/-	Section	Comments
27	+	6.1	Meets the requirements.
28	+	6.2	Strong financial capability demonstrated. Monthly financial statement to the Authority is a feature. Profit cap is a feature.
29	+	6.3	Exceed expectations.
30	+	6.4	Profit cap is a feature. One of top "100 Wired Hospitals" in the Nation.
31	+	6.5	Very impressive, only one complaint in Oklahoma. 10 complaints in 500,000 transports in Texas.
32	+	6.6	\$40,000 for claims in 6 years is extremely low. A+ carrier is impressive. Self Insured Trust is impressive.

7.0 Additional Proposed Services

#	+/-	Section	Comments
33		7.0	Wheelchair Transport.

Questions for Paramedics Plus

1. Is there a redundant server for CAD proposed?

Yes.

2. Regarding pay scale, Section 3.1 Attachment #7 indicates maximum salary for the position. If an existing Sunstar Paramedic's pay is \$52,000 how will this employee be paid currently and going forward in the same position with your Company when the amount exceeds the current cap?

Not hurt any employee. Max pay scale was based upon best information provided. If at the maximum they would get the percentage increase as a lump sum payment. Review and conduct salary surveys to modify salary ranges. In six of ten years salaries have been adjusted in Texas.

3. How would Proposer assure adequate staffing in times of disaster since a non-mandatory overtime policy is proposed?

Non-Mandatory definition is for routine daily staffing (i.e. fill open shifts) and it is not intended for mass casualty or disaster.

4. Any questions regarding pay with employees at their meeting?

Proposer was careful not to discuss specifics due to pre-negotiation with the Union.

Consensus Evaluation Report

Evaluator: Group FINAL REPORT

Proposer: AMR

SCORE	DESCRIPTION
0%	Unresponsive to the requirements of the section.
10% - 30%	Does not meet current service level or requirements of the section.
40% - 60%	Partially meets the requirements of the section.
70% - 90%	Fully responsive to the requirements of the section.
100%	Exceeded all requirements of the section.

1.0 Management and Planning

Percentage: 70%

#	+/-	Section	Comments
1	+	1.1	Meets requirement.
2	-	1.2	No resume for Vice President. Relatively low education levels for management team.
3	+	1.3	Meets requirement.
4	+	1.4	Meets requirement.
5	+/-	1.5	It is unclear why 228,000 Unit Hours are necessary to meet the base contract service requirement.
6	-	1.6	New demand management software (beta test).
7	+	1.7	Goal Tender Software for tracking projects and goals. Quality Performance Metrics (QPM) with individual "dash boards". FISH Form is a good mechanism for employee feedback.
8	+	1.8	Adequate.

2.0 Information Systems

Percentage: 67%

#	+/-	Section	Comments
9	-	2.1	Newly developed homegrown MEDS software would be more difficult to implement as compared to purchasing a proven system. Seems risky. 12-month implementation is too slow.
10	+	2.2	Opticom and Road Safety, Truck PC, Scheduling Software, ProQA. Variety of programs documents commitment to technology.
11	+/-	2.3	Concern with VisiCAD due to problematic transfers with 9-1-1 and Billing Systems. "Snapshot" feature is offered in proposal.

3.0 Personnel

Percentage: 77%

#	+/-	Section	Comments
12	+	3.1	91% Full Time employees. Broader salary range than other proposals. 42 to 80% full time effort was commendable. Competitive and comprehensive listing of benefits. 401K plan with company match, flexible spending account.
13	+	3.2	In house training for MMAs to become EMTs.
14	+	3.3	Quality of Life Survey is a feature. Strong on promotion within the organization. Lead U Training is a feature. Alternate Supervisor program is a feature. Retention strategy based upon employee communications. Efforts for rewards and recognition of employees. Nearly 40% of employees signed "workforce letter of support".
15	+	3.4	Internal training is a feature. Support for online CME Program.

4.0 Equipment and Supplies**Percentage: 75%**

#	+/-	Section	Comments
16	+	4.1	Noah's Ark program is a feature. Second CCT Unit. Second MHT Unit. Existing vehicles already in place. Ignition Safety device.
17	+	4.2	Adequately addressed requirements.
18	+	4.3	No engine hour preventative maintenance. Higher preventative maintenance cycle than other Proposers. After hours mechanics. Mechanic's certification. Fleet software is a plus.
19	+	4.4	Continuation of LP12s, but, did not mention replacement. NIBP offered.
20	+	4.5	High volume discount purchasing nationally. Bar coding is a plus.

5.0 Commitment to Customers and Quality**Percentage: 58%**

#	+/-	Section	Comments
21	+	5.1	Report high scores for customer satisfaction. 3% of regular Ambulance patients get a customer service card (relatively small sample). Bariatric Unit proposed. Wright lifters in all Units.
22	+	5.2	Public education efforts are good. AHA program is good. Highly available CPR training program. Expand PIO and governmental relations position.
23	+	5.3	Meets requirements. PJAC and Morton Plant letters of support.
24	-	5.4	Five months of Emergency Compliance issues (2002-2003) in Pinellas. Eight months of Non-Emergency Compliance issues (2002-2003) in Pinellas. Current contract requires application for the Sterling and Baldrige awards and no application was submitted. Nature of 2001 non-compliance issues in Richmond is a concern. Large number of contracts is a plus. Appears to be a commitment to get things fixed.
25	+	5.5	CAAS and ACE accreditation attained as required.
26	+/-	5.6	States a commitment to apply for Sterling and Baldrige awards.

6.0 Financial Capability and Business Ethics**Percentage: 77%**

#	+/-	Section	Comments
27	+	6.1	Meets requirements.
28	+	6.2	Unqualified opinion financial audit provided.
29	+	6.3	Large amount of working capital available.
30	-	6.4	Proposer does not disclose the amount of in-kind support for Corporate infrastructure.
31	+	6.5	Documentation adequately meets the requirements.
32	+	6.6	Documentation adequately meets the requirements.

7.0 Additional Proposed Services

#	+/-	Section	Comments
33	-	7.0	Will negotiate for additional services. Proposed stretcher vans when they are considered illegal by ordinance within Pinellas County. Offered Accounts Receivable.

Questions

1. Provide resume for Vice President Bob Garner.

Will be provided.

2. Clarify on Page 8 the number of ALS Units proposed. Is it 51 or 54 Units?

Fifty-four Units are proposed.

3. Opticom compatible devices? What exact equipment is proposed?

Proposer will ensure equipment is compatible. Want to pursue purchase with an alternate provider.

4. Asked 9-1-1 Data Systems Manager to comment on VisiCAD transfers to 9-1-1 CAD System.

Interface with 9-1-1 System operating at a minimal capacity. Only one transfer link, which is supported by 9-1-1 equipment but is not supported by VisiCAD. Bad addresses from Sunstar or calls sent to 9-1-1.

5. Page 39, Clarify who is the local recruiter and is that position full time dedicated to Pinellas County. Further, clarify who is the regional recruiter?

Bill Weller, 98% commitment to Pinellas County. Regional Recruiter is working in Richmond, VA. His name is John Bryant.

6. How long have recruiter(s) been employed in that capacity?

Bill Weller has been employed in this capacity since April 2003. Richmond recruiter was one and a half months ago.