

State of Hawaii  
Department of Health  
Emergency Medical Services & Injury Prevention System  
Branch

## **Request for Proposals**

# **RFP No. HTH 730-2-16 Comprehensive Emergency Medical Services for the County of Maui**

September 9, 2016

**Note:** *It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

September 9, 2016

**REQUEST FOR PROPOSALS**

**COMPREHENSIVE EMERGENCY MEDICAL SERVICES for the  
COUNTY OF MAUI  
RFP No. HTH-730-2-16**

The Hawaii State Department of Health “DOH” Emergency Medical Services & Injury Prevention System Branch “EMSIPSB” is requesting proposals from qualified applicants to provide comprehensive emergency medical services “EMS” for the residents and visitors of the County of Maui. The contract will be from July 1, 2017, through June 30, 2021 [with one (1) twenty-four (24) month option that would allow the contract to be extended to June 30, 2023.]

Proposals must be postmarked by United States Postal Service “USPS” mail before midnight on December 1, 2016 or hand delivered by 11:00 a.m., Hawaii Standard Time “HST” at the drop off site designated on the following page.

Proposals postmarked by USPS mail after midnight on December 1, 2016 will not be considered and will be returned to the applicant. There are no exceptions to this requirement.

The deadline for submission of written questions is 11:00 a.m. HST on October 13, 2016. All written questions will receive a written response from the State on or about October 21, 2016.

Inquiries regarding this RFP should be directed to the RFP Contact Person:

Clayton Chan, Program Specialist  
Hawaii State Department of Health  
Emergency Medical Services & Injury Prevention System Branch  
Leahi Hospital, Trotter Building Basement  
3675 Kilauea Avenue  
Honolulu, Hawaii 96816  
Telephone: 808-733-8328  
Fax: 808-733-8332  
Email: clayton.chan@doh.hawaii.gov

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

**NUMBER OF COPIES TO BE SUBMITTED: 5**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **December 1, 2016** and received by the state purchasing agency no later than **10 days from the submittal deadline**.

### All Mail-ins

*Hawaii State Department of Health  
Emergency Medical Services & Injury Prevention System Branch  
Leahi Hospital, Trotter Building Basement  
3675 Kilauea Avenue  
Honolulu, Hawaii 96816*

### DOH RFP COORDINATOR

*Clayton Chan  
Ph: (808) 733-8328  
Fax: (808) 733-8332  
Email:  
clayton.chan@doh.hawaii.gov*

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **11:00 A.M., Hawaii Standard Time (HST), December 1, 2016**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 11:00 a.m., December 1, 2016.

### Drop-off Sites

Emergency Medical Services & Injury Prevention System Branch  
Leahi Hospital, Trotter Building Basement  
36 Kilauea Avenue  
Honolulu, Hawaii 96816

# RFP Table of Contents

## Section 1 Administrative Overview

1.1	Procurement Timetable.....	1-1
1.2	Website Reference .....	1-2
1.3	Authority.....	1-2
1.4	RFP Organization .....	1-3
1.5	Contracting Office .....	1-3
1.6	RFP Contact Person.....	1-3
1.7	Orientation .....	1-4
1.8	Submission of Questions .....	1-4
1.9	Submission of Proposals.....	1-4
1.10	Discussions with Applicants.....	1-7
1.11	Opening of Proposals.....	1-7
1.12	Additional Materials and Documentation.....	1-7
1.13	RFP Amendments.....	1-7
1.14	Final Revised Proposals.....	1-7
1.15	Cancellation of Request for Proposals.....	1-7
1.16	Costs for Proposal Preparation .....	1-8
1.17	Provider Participation in Planning.....	1-8
1.18	Rejection of Proposals .....	1-8
1.19	Notice of Award .....	1-8
1.20	Protests.....	1-9
1.21	Availability of Funds .....	1-9
1.22	General and Special Conditions of the Contract.....	1-9
1.23	Cost Principles .....	1-10

## Section 2 - Service Specifications

2.1.	Introduction	
	A. Overview, Purpose or Need .....	2-1
	B. Planning activities conducted in preparation for this RFP.....	2-1
	C. Description of the Service Goals .....	2-1
	D. Description of the Target Population to be Served.....	2-1
	E. Geographic Coverage of Service .....	2-2
	F. Probable Funding Amounts, Source, and Period of Availability.....	2-2
2.2.	Contract Monitoring and Evaluation .....	2-3
2.3.	General Requirements.....	2-3
	A. Specific Qualifications or Requirements .....	2-3
	B. Secondary Purchaser Participation .....	2-4
	C. Multiple or Alternate Proposals.....	2-4
	D. Single or Multiple Contracts to be Awarded .....	2-4
	E. Single or Multi-Term Contracts to be Awarded .....	2-5
	F. RFP Contact Person .....	2-5

2.4.	Scope of Work .....	2-6
	A. Service Activities .....	2-6
	B. Management Requirements .....	2-9
	C. Facilities.....	2-12
	D. Services and Responsibilities Not Required of Service Provider.....	2-13
2.5.	Co npenation and Method of Payment.....	2-14

### **Section 3 - Proposal Application Instructions**

	General Instructions for Completing Applications .....	3-1
3.1.	Program Overview.....	3-1
3.2.	Experience and Capability .....	3-2
	A. Necessary Skills .....	3-2
	B. Experience.....	3-2
	C. Quality Assurance and Evaluation.....	3-2
	D. Coordination of Services.....	3-2
	E. Facilities.....	3-2
3.3.	Project Organization and Staffing .....	3-2
	A. Staffing .....	3-2
	B. Project Organization.....	3-3
3.4.	Service Delivery .....	3-3
3.5.	Financial .....	3-3
	A. Pricing Structure.....	3-3
	B. Other Financial Related Materials.....	3-4
3.6.	Other .....	3-4
	A. Litigation.....	3-4
	B. License, accreditation and certification .....	3-5

### **Section 4 – Proposal Evaluation**

4.1.	Introduction.....	4-1
4.2.	Evaluation Process.....	4-1
4.3.	Evaluation Criteria.....	4-2
	A. Phase 1 – Evaluation of Proposal Requirements.....	4-2
	B. Phase 2 – Evaluation of Proposal Application .....	4-2
	C. Phase 3 – Recommendation for Award.....	4-5

### **Section 5 – Attachments**

- Attachment A. Proposal Application Checklist
- Attachment B. Sample Proposal Table of Contents
- Attachment C. Administrative Rules Title 11 Chapter 72, Title 16 Chapter 85
- Attachment D. Maui Geographic Coverage of Service
- Attachment E. DOH Standing Orders
- Attachment F. EMS Budget Forms and Instructions
- Attachment G. Essential Equipment for Advanced Life Support and Basic Support

# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### 1.1 Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a notice to proceed.**

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	September 9, 2016
Distribution of RFP	September 9th thru December 1, 2016
RFP orientation session	October 5, 2016
Closing date for submission of written questions for written responses	October 13, 2016
State purchasing agency's response to applicants' written questions	October 21, 2016
Discussions with applicant prior to proposal submittal deadline	Mid-September 2016 Late November 2016
Proposal submittal deadline	December 1, 2016
Discussions with applicant after proposal submittal deadline	December 8, 2016
Final revised proposals	Optional
Proposal evaluation period	Early December to Mid-December 2016
Provider selection	Late December 2016
Notice of statement of findings and decision	Early Jan 2017
Contract start date	July 1, 2017

## 1.2 Website Reference

Item	Website
1 Procurement of Health and Human Services	<a href="http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/">http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/</a>
2 RFP website	<a href="http://hawaii.gov/spo2/health/rfp103f/">http://hawaii.gov/spo2/health/rfp103f/</a>
3 Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	<a href="http://spo.hawaii.gov">http://spo.hawaii.gov</a> Click on the “References” tab.
4 General Conditions, AG-103F13	<a href="http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view">http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view</a>
5 Forms	<a href="http://spo.hawaii.gov">http://spo.hawaii.gov</a> Click on the “Forms” tab.
6 Cost Principles	<a href="http://spo.hawaii.gov">http://spo.hawaii.gov</a> Search: Keywords “Cost Principles”
7 Protest Forms/Procedures	<a href="http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/">http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/</a>
8 Hawaii Compliance Express (HCE)	<a href="http://spo.hawaii.gov/hce/">http://spo.hawaii.gov/hce/</a>
9 Hawaii Revised Statutes	<a href="http://capitol.hawaii.gov/hrscurrent">http://capitol.hawaii.gov/hrscurrent</a>
10 Department of Taxation	<a href="http://tax.hawaii.gov">http://tax.hawaii.gov</a>
11 Department of Labor and Industrial Relations	<a href="http://labor.hawaii.gov">http://labor.hawaii.gov</a>
12 Department of Commerce and Consumer Affairs, Business Registration	<a href="http://cca.hawaii.gov">http://cca.hawaii.gov</a> click “Business Registration”
13 Campaign Spending Commission	<a href="http://ags.hawaii.gov/campaign/">http://ags.hawaii.gov/campaign/</a>
14 Internal Revenue Service	<a href="http://www.irs.gov/">http://www.irs.gov/</a>
<b>(Please note: website addresses may change from time to time. If a State link is not active, try the State of Hawaii website at <a href="http://hawaii.gov">http://hawaii.gov</a>)</b>	

## 1.3 Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

## 1.4 RFP Organization

This RFP is organized into five sections:

***Section 1, Administrative Overview:*** Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications:*** Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions:*** Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation:*** Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments:*** Provides applicants with information and forms necessary to complete the application.

## 1.5 Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Hawaii State Department of Health  
Emergency Medical Services & Injury Prevention System Branch  
Leahi Hospital, Trotter Building Basement  
3675 Kilauea Avenue  
Honolulu, Hawaii 96816  
Phone: (808) 733-9210 Fax: (808) 733-8332  
Email: [emsipsb@doh.hawaii.gov](mailto:emsipsb@doh.hawaii.gov)

## 1.6 RFP Point-of-Contact

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Clayton Chan, Program Specialist  
Phone: (808) 733-8328 Fax: (808) 733-8332  
Email: [clayton.chan@doh.hawaii.gov](mailto:clayton.chan@doh.hawaii.gov)

## 1.7 Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** October 5, 2016      **Time:** To Be Determined  
**Location:** To Be Determined

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the subsection 1.8, Submission of Questions.

## 1.8 Submission of Questions

Applicants may submit questions to the RFP point-of-contact identified in Section 1.6. Written questions should be received by the date and time specified in Section 1.1 Procurement Timetable. The purchasing agency will respond to written questions by way of an addendum to the RFP.

Deadline for submission of written questions:

**Date:** October 13, 2016      **Time:** 11:00 a.m.

State agency responses to applicant written questions will be provided by:

**Date:** October 21, 2016

## 1.9 Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in Section 1.2, Website Reference. Refer to the Section 5, Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPOH-200)**. Provides applicant proposal identification.
2. **Proposal Application Checklist**. The checklist provides applicants specific program requirements, reference and location of required RFP proposal forms, and the order in which all proposal components should be collated and submitted to the state purchasing agency.

3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
  4. **Proposal Application (Form SPOH-200A).** Applicant shall submit comprehensive narratives that address all proposal requirements specified in Section 3, Proposal Application Instructions, including a cost proposal/budget, if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2 and 3, as applicable. Required Federal and/or State certifications are listed on the Proposal Application Checklist in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Provider Compliance.** All providers shall comply with all laws governing entities doing business in the State.
- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). Refer to Section 1.2, Website Reference for DOTAX and IRS website address.
  - **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. Refer to Section 1.2, Website Reference for the Department of Labor and Industrial Relations (DLIR) website address.
  - **Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. Refer to Section 1.2, Website Reference for DCCA website address.

Providers may register with Hawaii Compliance Express (HCE) for online compliance verification from the DOTAX, IRS, DLIR, and DCCA. There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to Section 1.2, Website Reference, for HCE's website address.

Providers not utilizing the HCE to demonstrate compliance shall provide paper certificates to the purchasing agency. All applications for applicable clearances are the responsibility of the providers. All certificates must be valid on the date it is received by the purchasing agency. The tax clearance certificate shall have an original green certified copy stamp and shall be valid for six months from the most recent approval stamp date on the certificate. The DLIR certificate is valid for six months from the date of issue. The DCCA certificate of good standing is valid for six months from date of issue.

- E. **Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS §103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to Section 1.2, Website Reference for statutes and DLIR website address.
- F. **Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to Section 1.2, Website Reference for statutes and Campaign Spending Commission website address.
- G. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

*Note that price is not considered confidential and will not be withheld.*

- H. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet, or as amended. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet, or as amended. Proposals shall be rejected when:
  - 1. Postmarked after the designated date; or
  - 2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
  - 3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

## 1.10 Discussions with Applicants

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline.** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with HAR §3-143-403.

## 1.11 Opening of Proposals

Upon the state purchasing agency's receipt of a proposal at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## 1.12 Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## 1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for final revised proposals.

## 1.14 Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's final revised proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPOH-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## 1.15 Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the State.

## 1.16 Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## 1.17 Provider Participation in Planning

Provider(s), awarded a contract resulting from this RFP,

are required

are not required

to participate in the purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals, if conducted in accordance with HAR §§3-142-202 and 3-142-203.

## 1.18 Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR §3-141-201)
- (2) Rejection for inadequate accounting system. (HAR §3-141-202)
- (3) Late proposals (HAR §3-143-603)
- (4) Inadequate response to request for proposals (HAR §3-143-609)
- (5) Proposal not responsive (HAR §3-143-610(a)(1))
- (6) Applicant not responsible (HAR §3-143-610(a)(2))

## 1.19 Notice of Award

A statement of findings and decision shall be provided to each responsive and responsible applicant by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the provider(s) awarded a contract prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## 1.20 Protests

Pursuant to HRS §103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The Notice of Protest form, SPOH-801, and related forms are available on the SPO website. Refer to Section 1.2, Website Reference for website address. Only the following matters may be protested:

- (1) A state purchasing agency’s failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency’s failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency’s failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Virginia Pressler, M.D.	Name: Terry Joyce
Title: Director, Department of Health	Title: Public Health Administrative Officer
Mailing Address: P.O. Box 3378 Honolulu, Hawaii 96801-3378	Mailing Address: Leahi Hospital, Trotter Building Basement 3675 Kilauea Avenue Honolulu, Hawaii 96816
Business Address: 1250 Punchbowl St.	Business Address: 3675 Kilauea Avenue

## 1.21 Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

## 1.22 General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary

### **1.23 Cost Principles**

To promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles as outlined on the SPO website. Refer to Section 1.2 Website Reference for website address. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

## **Section 2**

# **Service Specifications**

# **Section 2**

## **Service Specifications**

### **2.1 Introduction**

#### **A. Overview, purpose or need**

The State of Hawaii Department of Health “DOH” through its Emergency Medical Services & Injury Prevention System Branch “EMSIPSB” is seeking applications to contract with a single entity for the purpose of providing Advanced Life Support “ALS” 911 emergency ground ambulance and rotorwing aeromedical services to the County of Maui in accordance with the provisions of the Hawaii Administrative Rules, Title 11, Chapter 72, “State Comprehensive Emergency Medical Services System” (HAR Chapter 11-72); and Section 321-222, Hawaii Revised Statutes “HRS”, as they pertain in whole or in part to emergency ground ambulance and rotorwing aeromedical services (see Section 5 – Attachment C).

#### **B. Planning activities conducted in preparation for this RFP**

A Request for Information was conducted June 8, 2016 through July 8, 2016, to provide all interested parties an opportunity to pose questions and for the DOH to collect service provider perspectives on the proposed services included in this RFP.

#### **C. Description of the service goals**

The DOH is seeking the highest quality, most reliable 911 ALS Ambulance Services at a reasonable cost. The service provider shall be exclusively responsible for the management and operation of all 911 emergency ground ambulance services and emergency rotorwing aeromedical services throughout the County of Maui including but not limited to supplying and maintaining vehicles, facilities and all necessary medical equipment and supplies.

In this procurement, both the DOH and the service provider desire clinical excellence, superb response time performance, cost containment, professional and courteous image, respectful behavior, ethical management, and the success of the service provider. The relationship between the DOH and the service provider should always be one of cooperation and not conflict.

#### **D. Description of the target population to be served**

The County of Maui Emergency Medical Services System is comprised of three (3) islands with a 2015 de-facto population of 215,439. The communities are primarily rural with Wailuku serving as the County’s business district and county government center. By year 2020, it is estimated that the total de-facto population will be

approximately 226,000. There are approximately 2.5 million visitors to Maui County each year.

The median age is 39.0 and the population is comprised of over 20,337 (or 12.8%) people aged 65 and older in 2015.

There is a hospital on each of the three islands and a clinic on Maui that are designated by the DOH as receiving medical facilities for emergency patients. Patients requiring definitive tertiary care are transferred via aeromedical transport services to Oahu for specialized medical care.

**Call Volume**

	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
<b>Total Calls:</b>	15,282	16,554	18,119	18,089
<b>Transported:</b>	6,682	9,679	10,403	10,064

**E. Geographic coverage of service**

See Section 5, Attachment D for ambulance district boundaries and primary hospitals.

**F. Probable funding amounts, source, and period of availability**

The source of funding is state funds. Both profit and non-profit organizations are eligible for state funds. Please note that based on the availability of state funds, the amount allocated to the service provider who is awarded this contract may change.

The budgeted contract amount to provide emergency ambulance service twenty-four (24) hours per day, seven (7) days per week on the island of Maui for the period July 1, 2017 to June 30, 2018, is FIFTEEN MILLION NINE HUNDRED ELEVEN THOUSAND SEVEN HUNDRED FOURTEEN DOLLARS AND 00/100 (\$15,911,714.00) of state funds.

Annual contract budget cost may be adjusted by the DOH based on United Public Worker’s Unit 10 collective bargaining and Hawaii cost of living index subject to allotment and the availability of state, special, and federal funds. Price negotiations are not acceptable as a term of renewal.

Proposals submitted by the applicant shall include all costs, fees, and taxes, and any award or contract shall include any other payment, rebate, or direct or indirect consideration that is not included in the proposal, such as insurance premium or general excise tax rebates to or waivers for an applicant.

By submitting a proposal in response to the RFP, the applicant agrees to all of the provisions, terms, and conditions of this RFP.

If the service provider materially fails to comply with terms and conditions of the contract, the DOH may, as appropriate under the circumstances:

1. Temporarily withhold payments pending correction of a deficiency or a non-submission of a report by a service provider.
2. Disallow all or part of the cost.
3. Suspend or terminate the contract.

## **2.2 Contract Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

## **2.3 General Requirements**

### **A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. No contract proposals will be accepted from any applicant who lacks, by the submittal deadline, any of the following necessary to conduct the business being sought by the RFP:
  - a) Current State of Hawaii Ambulance Service License issued by the DOH for ground and aeromedical ambulance service.
  - b) Current State of Hawaii Business License issued by the Department of Commerce and Consumer Affairs
2. The applicant/service provider shall have in place an administrative structure capable of supporting the services required by the RFP. Specifically, there shall be financial, accounting and management information systems, and an organizational structure to support the activities of the applicant/service provider.
3. The applicant/service provider must have a comprehensive quality improvement plan and process covering all aspects of service required by the RFP.

4. The applicant/service provider shall have a written plan for disaster preparedness and response and conduct exercises, work with community partners, and periodically update their plans.
5. The applicant/service provider shall cooperate with the DOH in approved research, training and service projects provided that such projects do not substantially interfere with the applicant/service provider's service requirements as outlined in this RFP.
6. The applicant/service provider shall comply with all specified, applicable existing policies, and procedures of the DOH and any applicable policy developed in the future.
7. The applicant/service provider shall submit quality assurance reports, operational expenditure reports, and other fiscal or operational reports requested by the DOH. Invoices will not be processed for payment without supporting reports and documents from a service provider.
8. Whatever requested, the applicant/service provider shall submit a copy of its operating policies and procedures to the DOH. The copy is to be provided at the applicant's expense with revisions and updates as appropriate.
9. The applicant/service provider shall assign staff to attend service provider meetings as scheduled.

**B. Secondary purchaser participation**

(Refer to HAR §3-143-608)

After-the-fact secondary purchases will be allowed. **WILL BE ALLOWED**

Planned secondary purchases: **NONE**

**C. Multiple or alternate proposals**

(Refer to HAR §3-143-605)

Allowed                       Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to HAR §3-143-206)

Single                       Multiple                       Single & Multiple

Criteria for multiple awards:

**E. Single or multi-term contracts to be awarded**

(Refer to HAR §3-149-302)

Single term (2 years or less)       Multi-term (more than 2 years)

Contract terms:

The contract term to be awarded would be fixed for a four (4) years beginning from 12:00 a.m. July 1, 2017 and ending at 11:59 p.m. June 30, 2021.

Within the last year of the initial term of the contract, the DOH shall conduct a review of the performance of the service provider utilizing criteria that the DOH determines to be relevant.

The contract may be renewed for up to an additional twenty-four (24) month term upon the written agreement of the DOH and the service provider. This option shall be exercised only if the service provider is successful in meeting all terms and conditions in the agreement and approval is granted by the DOH. Price may be adjusted by the DOH based on United Public Worker's Unit 10 collective bargaining and Hawaii cost of living index subject to allotment and the availability of state, special, and federal funds. Price negotiations are not acceptable as a term of renewal. The maximum length of the contract shall not exceed six (6) years or past June 30, 2023.

Proposals submitted by the applicant shall include all costs, fees, and taxes and any award or contract shall be for the amount of the proposal. No award or contract shall include any other payment, rebate, or direct or indirect consideration that is not included in the proposal, such as insurance premium or general excise tax rebates to or waivers for the applicant. By submitting a proposal in response to the RFP, the applicant agrees to all of the provisions, terms, and conditions of the RFP.

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful service provider. Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph 1.1 (Procurement Timetable) of this RFP.

Clayton Chan, Program Specialist  
Hawaii State Department of Health  
Emergency Medical Services & Injury Prevention System Branch  
Leahi Hospital, Trotter Building Basement  
3675 Kilauea Avenue, Honolulu Hawaii 96816  
Office: 808-733-8328 Fax: 808-733-8332  
Email: [clayton.chan@doh.hawaii.gov](mailto:clayton.chan@doh.hawaii.gov)

## 2.4 Scope of Work

The scope of work encompasses the following tasks and responsibilities:

### A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

This procurement will result in the award of a performance contract. This procurement requires the highest levels of performance and reliability, and the mere demonstration of effort, even diligent and well-intentioned effort, shall not substitute for performance results. A service provider who fails to perform must and shall be promptly replaced.

1. Ground ambulance, rapid response and rotorwing aeromedical unit response times must meet or exceed the response times requirements set forth by the Department of Health (DOH).
2. All ground ambulance, rapid response and rotorwing aeromedical units at all times must be equipped and staffed to operate at the Advanced Life Support "ALS" level for all 911 emergency calls.
3. Clinical performance must be consistent with approved DOH Standing Orders (see Attachment A).
4. Meticulous attention must be paid to timely documentation of ambulance responses and patient care provided as well as timely transfer of appropriate information to receiving hospitals. Documentation will be with the Hawaii Emergency Medical Services Information System (HEMSIS) as directed by the DOH.
5. The conduct of personnel must be professional and courteous at all times.
6. There must be an unrelenting effort to detect and correct performance deficiencies and to continuously upgrade the performance and reliability of the entire EMS system.
7. 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.

### District and Ambulance Services

The ambulance provider shall provide continuous 911 ALS emergency ground ambulance, rapid response and rotorwing aeromedical services twenty-four (24) hours

per day, seven (7) days per week on the island of Maui. The following median response time standards will be met at the ninetieth (90<sup>th</sup>) percentile within the following districts.

**Unit 29 – MedEvac:** Standard response time of 20 minutes (rural). Located at the Kahului commercial airport, is responsible for all rotorwing calls for all areas within the County of Maui.

**Unit 30 – Wailuku:** Standard response time of 15 minutes (urban/rural). General area of coverage all of Wailuku and Kahului areas.

- Boundaries along Hana Highway will be up to and including Baldwin Beach Park.
- Boundary on Haleakala Highway will be up to and including Keahua Junction.
- Boundary on Pulehu Road will be up to and including the “Y” intersection with Omaopio Road.
- Boundary on Mokulele Highway will be up to and including the area known as the Maui Central Base Yard (former Hardwoods Treatment plant).
- Boundary on Kahekili Highway will be up to and including Kahakuloa Village up to the bridge just west of the village.
- Boundary on Honoapiilani Highway will be up to and including the intersection with Kuihelani Highway (This includes all of Kuihelani Highway).

**Unit 31 – Makawao:** Standard response time of 20 minutes (rural).

General area of coverage Makawao, Haiku, Pukalani & Kula (Upcountry).

- Boundary along Hana Highway will be at Baldwin Beach Park (excluding park) and eastward up to Kaumahina State Park (mile post #11)
- Boundary along Haleakala Highway will be down to Keahua Junction (exclusive). The boundary on Haleakala Highway towards the crater will be the intersection of Haleakala Highway & Kula Highway (exclusive of the intersection).
- Boundary along Kula Highway will be up to but exclusive of its intersection with Haleakala Highway.

**Unit 32 – Kihei:** Standard response time of 15 minutes (urban/rural).

General area of coverage Kihei and Maalaea.

- Boundary along Honoapiilani Highway will be westward to the Pali Tunnel (inclusive) and eastward to the intersection with Kuihelani Highway (exclusive).
- Boundary along Mokulele Highway will be up to but exclusive of the Maui Central Base Yard (former Hardwoods Treatment plant).
- All of Kihei Road & Piilani Highway (until road ends).

**Unit 33 – Lahaina:** Standard response time of 15 minutes (urban/rural).

General area of coverage Lahaina and Kaanapali.

- Boundary along Honoapiilani Highway will be westward up to and including the intersection and all of Puukoolii Road. Eastward boundary will be the Pali tunnel.

**Unit 34 – Hana:** Standard response time of 20 minutes (rural).

General area of coverage Hana, Keanae, Kipahulu and Kaupo.

- Boundary along Hana Highway extends from Hana town to Kaumahina State Park, mile post #11.
- Boundary to the southwest goes along Piilani Highway up to and including Kaupo Store.

**Unit 35 – Napili:** Standard of 20 minutes (rural).

General area of coverage Honokawai, Kahana, Napili and Kapalua.

**Unit 37 – Kula:** Standard response time of 20 minutes (rural).

General area of coverage Kula, Haleakala Crater and Ulupalakua.

- Boundary on Kula Highway will be up to and including the intersection with Haleakala Highway up to Haleakala summit.
- The lower “Makai” boundary is the “Y” intersection between Omaopio & Puulehu southeast direction will be at the Kaupo Store. Boundary on Haleakala Crater includes all of Kekaulike Highway and Crater Road up to Haleakala summit. Area inclusive of Haleakala National Park.

**Unit 38 – Wailea:** Standard response time of 15 minutes (urban/rural)

General area of coverage Wailea.

- Boundary from Alanui Ke Alii westward.

**Unit 39 – Molokai:** Standard response time of 20 minutes (rural).

General area of coverage Molokai

- Covers the entire island of Molokai with the exception of Kalalau County.

**Unit 40 – Lanai:** Standard response time of 20 minutes (rural).

General area of coverage Lanai.

- Covers the entire island of Lanai.

**Unit 41 – Rapid Response Unit Maalaea**

General area of coverage Kihei, Maalaea, Lahaina and Kaanapali.

- Primary non-transport back-up service.

Response time shall be measured from the time the ambulance request is received at the ambulance dispatch center to the time the ambulance, rapid response or rotorwing aeromedical unit arrives at the scene.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

Ambulance Personnel

The on duty ambulance crew at each station shall consist of at least one (1) Mobile Intensive Care Technician “MICT” licensed to perform ALS services and at least one (1) Emergency Medical Technician “EMT” licensed to perform Basic Life Support (BLS) services. The service provider must assure employment of adequate numbers of licensed personnel to provide continuous services while maintaining a reasonable schedule that does not compromise worker health and patient safety.

The applicant/service provider’s ambulance personnel must be licensed in the State of Hawaii according to Chapter 16-85, subchapter 7, Certification of Emergency Medical Service Personnel, and Section 453-32, Hawaii Revised Statutes “HRS”.

The service provider shall require its MICT’s and EMT’s to participate in not less than twelve (12) hours of continuing education per year, as specified by the DOH.

EMS Operations Manager

The service provider shall provide a county EMS manager who shall direct all operations specified and who shall be responsible for all directing and supervising ambulance service operations and employee’s field performance. This individual will be the primary point of contact for DOH to assure that contract requirements are met. This manager shall have at least three (3) years of experience managing an ALS emergency ambulance service of comparable size and scope to the operation specified.

Medical Director

In accordance with Chapter 11-72, the service provider shall provide a physician who shall perform medical quality oversight of the emergency ambulance services. The physician shall be licensed to practice medicine in the State of Hawaii in accordance with the STATE’s Hawaii Administrative Rules, Title 16, Chapter 85, “Medical Examiners” (Chapter 16-85) and Chapter 453, HRS. This physician shall have at least three (3) years of experience practicing emergency medicine and be Board Certified in Emergency Medicine.

### Injury Prevention Coordinator

The service provider shall designate an employee with at least three (3) years of experience in emergency medical services as Maui's EMS Injury Prevention Coordinator in order to provide injury prevention activities in the County of Maui.

### Information Technology (IT) Coordinator

The service provider shall designate an employee with at least three (3) years of experience in emergency medical services as Maui's EMS IT Coordinator in order to maintain, update, and integrate IT related activities in conjunction with and under the direction of DOH.

### Quality Assurance Coordinator

The service provider shall designate an employee with at least three (3) years of experience in emergency medical services as Maui's EMS Quality Assurance Coordinator in order to integrate EMS Quality Assurance activities with the County of Maui in conjunction with and under DOH direction.

## **2. Administrative**

The service provider shall maintain and demonstrate overall compliance with contract terms, maintain current personnel, training, and protocol manuals, and demonstrate consistent, sound administrative practices in accordance with all applicable laws, statutes, regulations, rules, licensing and accreditation requirements, and State and organization policies.

## **3. Quality assurance and evaluation specifications**

All contracts shall be monitored by DOH in accordance with requirements set forth by Chapter 103F, HRS. Annual contract monitoring may include site visits with comprehensive evaluation of several areas of performance. These may include, but are not limited to, review of conformance with standard contractual requirements, agency files, accounting practices, and ambulance report forms.

## **4. Output and performance/outcome measurements**

Performance measurements and outcome studies will be conducted throughout the length of the contract period with study specifications to be determined by DOH. Examples of performance and outcome measurements:

Response times;  
On-scene times;  
Electronic patient care report “ePCR” completion times;  
Patient signatures; and,  
DOH directed projects.

**5. Experience**

The applicant shall provide a listing of verifiable experience with contracts for the most recent five (5) years that are pertinent to the service activities described within this RFP.

**6. Coordination of services**

The applicant service provider shall demonstrate the capability to coordinate services with other agencies and resources in the community relating to the delivery of proposed services.

**7. Reporting requirements for program and fiscal data**

a. Required ambulance reports:

An ambulance run report, electronic or hardcopy, shall be completed, one (1) for each patient examined, treated, and transported and/or one (1) for each ambulance service request with results in the dispatch of an ambulance unit with or without a patient contact being established. The electronic version of the ambulance run report is referred to as the electronic patient care report “ePCR” and is considered by the DOH as the primary mode of documentation. The hardcopy version of the ambulance run report is considered the secondary mode for documentation and will be used in certain circumstances as defined by the DOH policy(s) and procedure(s).

b. Required fiscal reports:

1) The service provider shall maintain and demonstrate accuracy and completeness of accounting files, and fiscal records in accordance with Generally Accepted Accounting Principles, accuracy and timeliness of fiscal internal operations, and performance in fiscal and other financially related audits. The service provider must submit to DOH any corrective action plan and reports, as requested by DOH, on all audit and fiscal monitoring findings.

2) The service provider shall submit original invoices on the service provider’s legal/official letterhead, and indicate the contract number, the service provided, and date(s) of service included in the invoice. Monthly

invoices shall be accompanied by expenditure reports for the period and certified by the service provider to contain expenditures actually incurred for the services provided, in accordance to the budget and expenditure report format, under the contract. The service provider shall provide documentation of actual expenses, as required by the DOH. The DOH will provide the report of the expenditures format to the service provider.

#### **8. Pricing structure or pricing methodology to be used**

Pricing structure will be based on a Cost Reimbursement method: The cost reimbursement pricing structure reflects a purchase arrangement in which the DOH pays the service provider for budgeted costs that are actually incurred in delivering the services specified in the contract, up to a stated maximum obligation. Proposals submitted shall include all costs, fees, and taxes, and any award or contract shall be for the amount of the proposal. No award or contract shall include any other payment, rebate, or direct or indirect consideration that is not included in the proposal, such as insurance premium or general excise tax rebates to or waivers for an applicant. Annual contract budget cost may be adjusted by the DOH based on United Public Worker's Unit 10 collective bargaining and Hawaii cost of living index subject to the allotment and the availability of state, special, and federal funds. Price negotiations are not acceptable as a term of renewal. By submitting a proposal to the RFP, the applicant agrees to all of the provisions, terms, and conditions of the RFP.

### **C. Facilities**

The applicant/service provider shall provide facilities, utilities, vehicles, equipment and supplies, repairs and maintenance, fuel and other related ALS and BLS supplies and equipment of quantity and type necessary to ensure the availability of uninterrupted emergency ambulance service.

#### **1. Ambulance Station Facilities**

Each ambulance crew, vehicle, and supplies shall be housed in a facility with direct access and egress to major roadways and located within each designated ambulance district to optimize and maintain the established district standards for response to medical emergencies. The applicant/service provider shall also provide telephone and internet connections, electrical, water and sewer utilities for the provision of the ambulance services.

#### **2. Vehicles**

The applicant/service provider shall provide at a minimum, fifteen (15) land

surface motor vehicles (ambulances) of the types specified and in compliance with Federal Specifications for the Star of Life Ambulance KKK-A-1822-F General Services Administration. All vehicles included in the application must be described as to model, age and mileage and must be approved by DOH before being placed in service.

### **3. Equipment and Supplies**

The applicant/service provider at its own expense shall obtain and maintain a sufficient quantity of ALS and BLS services equipment and supplies on each ambulance, in compliance with Chapter 11-72, State of Hawaii Essential equipment for ALS and BLS. Some items previously required by Chapter 11-72 are no longer required as indicated in Attachment A. The applicant/service provider shall also equip each ambulance with the following equipment and supplies:

- a. Transport ventilator;
- b. Portable blood pressure pulse/vital sign monitor;
- c. Battery operated cardiac monitor defibrillator with external cardiac pacemaker;
- d. Continuous Positive Airway Pressure Device “CPAP”;
- e. Pulse oximeter;
- f. End tidal CO2 detector (electronic or disposable); and,
- g. Multi-channel syringe infusion pump.

### **D. Services and Responsibilities not required of Service Provider**

1. DOH will provide affixed and hand held ambulance radios and direct the installation of the Medical Communication (MEDICOM) mobile radio equipment into the vehicles provided by the service provider.
2. Ambulance dispatch services are provided under a separate contract between the DOH and the County of Maui Police Department.
3. DOH is responsible for billing and collection for ambulance services provided by the service provider.
4. DOH is responsible for providing and paying for all software programs, computer hardware and connectivity systems required for the purpose of creating ePCRs. Additional computers required for administrative purposes shall be the responsibility of the service provider.

## 2.5 COMPENSATION AND METHOD OF PAYMENT

In full consideration for the services satisfactorily performed by the service provider under the contract, the DOH agrees, subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, to pay to the service provider a total sum of money not to exceed the budgeted contract amount, FIFTEEN MILLION NINE HUNDRED ELEVEN THOUSAND SEVEN HUNDRED FOURTEEN AND 00/100 DOLLARS (\$15,911, 714.00) of state funds which shall be paid in accordance with and subject to the following:

- A. Payment shall be on a cost reimbursement basis and shall be made upon the submission by the service provider of an invoice in triplicate for the services provided in accordance with Section 2.III "Scope of Work," and in accordance with the costs identified in the Budget. A detailed Budget shall be completed utilizing the EMS Budget Form EMS-H-205 and Budget Justification Forms EMS-H-206A through J, (see Section 5 - Attachment F). In addition, the service provider shall submit a DOH-approved detailed budget no later than thirty (30) days preceding the start date of each budget period, and failure to comply may result in the withholding of payments to the service provider. Upon submission of a DOH-approved detailed Budget, the DOH-approved detailed Budget shall become part of the contract.
- B. Payment shall be made on a cost reimbursement basis, upon the submission by the service provider of an invoice in triplicate and expenditure report, utilizing the EMS Report of Expenditures Form for the billing period and certified by the service provider to contain expenditures actually incurred for the services provided under the contract. The service provider will submit other detail documentation for expenditures as requested by the DOH.
- C. The expenditure report(s) shall be reviewed by the DOH and shall be subject to the DOH's preliminary determination of appropriateness and allowability of the reported expenditures. The DOH's preliminary determination of appropriateness and allowability of the reported expenditures shall be subject to later verification and subsequent audit.
- D. If an amount of reported expenditures is preliminarily determined by the DOH to be inappropriate and unallowable, the DOH may deduct an equivalent amount from the payable installment and may withhold payment of the amount of moneys equivalent to the questioned expenditures until later resolution of the discrepancy by audit or other means. If, after payment of any installment, investigation and examination reveal additional expenditures that are determined by the DOH to be inappropriate and unallowable, the DOH may require that the service provider, notwithstanding the DOH's preliminary determination of appropriateness and allowability, refund an equivalent amount of moneys. An amount of moneys to be refunded by the service provider may be offset against the amount of moneys withheld by the DOH in

determining the amount of the final payment to be made to the service provider in final settlement of the contract. Final settlement of the contract shall include submission and acceptance of all reports and other materials to be submitted by the service provider to the DOH, resolution of all discrepancies in expenditures or performance of services, and completion of all other outstanding matters under the contract.

- E. Allowable expenses shall be determined in accordance with Cost Principles on Purchase of Health and Human Services, Chapter 103F, Hawaii Revised Statutes. Allowable expenses for necessary travel authorized in advance by the DOH shall be determined in accordance with Chapter 10, titled, "Travel Rules," of Title 3 of the Hawaii Administrative Rules, as administered and interpreted by the Department of Accounting and General Services, State of Hawaii.
- F. For purpose of the contract, the minimum hourly wages are based upon the City & County of Honolulu, United Public Workers, Unit 10, rates for Emergency Medical Services personnel. (See Section 1, part II, Website Reference.)
- G. The service provider shall be current in all service activities and requirements described in Section 2, Item III. - Scope of Work when submitting an invoice for payment.
- H. The DOH shall withhold five percent (5%) of the total contract amount until final settlement of the contract.
- I. If, after final *payment of the contract, investigation* and examination reveal additional expenditures that are determined by the DOH to be inappropriate and unallowable, the DOH may require that the service provider, notwithstanding the DOH's preliminary determination of appropriateness and allowability, refund an equivalent amount of moneys.

## **Section 3**

# **Proposal Application Instructions**

# Section 3

## Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPOH-200A) is available on the SPO website (Refer to Section 1.2 Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application is comprised of the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

### 3.1 Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

## **3.2 Experience and Capability**

### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

### **B. Experience**

The applicant shall provide a listing of verifiable experience with contract information (addresses, email, and phone numbers) for the most recent five years that are pertinent to the proposed services. The DOH reserves the right to contact references to verify experience.

### **C. Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities.

## **3.3 Project Organization and Staffing**

### **A. Staffing**

#### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern for the viability of the services. (Refer to the personnel requirements in Section 2, Service Specifications, as applicable.)

#### **2. Staff Qualifications**

The applicant shall provide the minimum qualifications (including experience) for field personnel and management. (Refer to the qualifications in Section 2, Service Specifications, as applicable)

## **B. Project Organization**

### **1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

### **2. Organization Chart**

The applicant shall reflect the position of each staff and line of responsibility/supervision (include position title, name and full time equivalency). Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

## **3.4 Service Delivery**

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2.1, Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

## **3.5 Financial**

### **A. Pricing Structure**

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application. Proposals submitted shall include all costs, fees, and taxes, and any award or contract shall be for the amount of the proposal. No award or contract shall include any other payment, rebate, or direct or indirect consideration that is not included in the proposal, such as insurance premium or general excise tax rebates to or waivers for an applicant. Annual contract budget cost may be adjusted by the DOH based on United Public Worker’s Unit 10 collective bargaining and Hawaii cost of living index subject to allotment and the availability of state, special, and federal funds. Price negotiations are not acceptable as a term of renewal. By submitting a proposal in response to the RFP, the applicant agrees to all of the provisions, terms, and conditions of the RFP.

The following budget forms shall be submitted with the Proposal Application:

EMS-H-205  
EMS-H-206A  
EMS-H-206B  
EMS-H-206C  
EMS-H-206D

EMS-H-206E  
EMS-H-206F  
EMS-H-206G1  
EMS-H-206G2  
EMS-H-206G3  
EMS-H-206G4  
EMS-H-206H1  
EMS-H-206H2  
EMS-H-206H3  
EMS-H-206I  
EMS-H-206J1  
EMS-H-206J2

All budget forms, instructions and samples are located on the SPO website. Refer to Section 1.2, Websites References for website address. The following budget form(s) shall be submitted with the Proposal Application:

**B. Other Financial Related Materials**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the applicant's most recent financial audit with an attached management letter is requested as part of the Proposal Application.

The applicant must describe its fiscal operating procedures for accurate tracking of the cost of related services provided.

The applicant must provide a flow chart depicting the agency's accounting cycle and an organizational chart of accounting staff.

**1. Accounting System**

To determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Expenditure Report for the year ending July 31, 2016 from one of the applicant's contracts for EMS services listed under Section 3.2-B.

**3.6 Other**

**A. Litigation**

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

**B. License, accreditation, and certification**

The applicant shall provide proof of the following:

1. Current State of Hawaii Ambulance Service Licensed issued by the DOH for ground and aeromedical ambulance services.
2. Current State of Hawaii Business License issued by the Department of Commerce and Consumer Affairs.

## **Section 4**

# **Proposal Evaluation**

# Section 4 Proposal Evaluation

## 4.1 Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

## 4.2 Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

### Evaluation Categories and Thresholds

<u>Evaluation Categories</u>	<u>Possible Points</u>
<i>Administrative Requirements</i>	
<i>Proposal Application</i>	
Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	20 points
Service Delivery	40 points
Financial	20 Points
<b>TOTAL POSSIBLE POINTS</b>	<b>100 Points</b>

## 4.3 Evaluation Criteria

### A. Phase 1 - Evaluation of Proposal Requirements

#### 1. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Licenses (as applicable)

#### 2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPOH-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

### B. Phase 2 - Evaluation of Proposal Application (100 Points)

***Program Overview:*** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

#### 1. *Experience and Capability (20 Points)*

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

##### A. Necessary Skills

Describe the history and background of the applicant's agency and staff, illustrating the degree of applicable experience implementing ambulance services to achieve a high level of patient and public satisfaction. (5 points)

##### B. Experience

Describe the applicant's past demonstrated operational capabilities, including the use of electronic patient care records and information systems, as they apply to the delivery of the proposed services. (5 points)

**C. Quality Assurance and Evaluation** Describe and demonstrate the applicant's historic ability to address personnel issues and maintain an adequate workforce to provide high quality services. (5 points)

**D. Coordination of Services**

Describe and demonstrate the applicant's experience and capability to achieve community goals and objectives through successful relationships with hospitals and public safety agencies. (5 points)

**2. Project Organization and Staffing (20 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

**A. Staffing**

Description of minimum and desired qualifications for staff positions and proposed work schedule for positions shown on the organizational chart along with an orientation and training plan to assure competencies, satisfy continuing medical education requirements, and maintain professional licensure for personnel. (10 points)

**B. Project Organization**

A clear description of the applicant's organizational structure and demonstration of supervision and management plans to provide operational and administrative direction relative to the delivery of the services identified in Section 2. (10 points)

**3. Service Delivery (40 Points)**

*Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.*

A clear description of proposed services appropriately aligned with the requirements set forth including how these services meet the needs of the community. (5 points)

Demonstration of the applicant's proposed standard operational policies and procedures for the requested services. (5 points)

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Describe and demonstrate the approach and plan to assure the adequacy of facilities, vehicles, equipment and supplies in order to meet the service requirements. (5 points)

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Describe and demonstrate the approach that will be used to reliably achieve performance measures including the applicant's plans for improvement programs and methodology to be used. (5 points)

---

Describe and demonstrate the applicant's process and procedures that seek to continuously improve patient care and resolve issues of clinical competency. (5 points)

---

Describe and demonstrate approaches to risk management and safety in the operation of the requested services including both worker and public safety. (5 points)

---

Describe and demonstrate the applicant's knowledge and ability to provide services and coordinate with other county and state agencies in the event of a disaster. (5 points)

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Describe how timely and complete documentation of patient care and communication with receiving hospitals will be achieved and how issues of patient privacy and incomplete documentation will be addressed. (5 points)

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**4. Financial (20 Points)**

Pricing structure based on cost reimbursement.

The State will evaluate the applicant's cost proposal and description of the applicant's overall fiscal operations that will include:

Degree to which the cost proposal / budget demonstrates appropriate support of the required services as set forth in Section 2. (5 points)

Personnel costs are reasonable and comparable to positions in the community; non-personnel costs are reasonable and adequately justified; and indirect / administrative overhead (including profit) costs are reasonable and adequately justified. (5 points)

Degree to which accounting system and infrastructure demonstrates applicant's ability to accurately track cost. (5 points)

Demonstration of applicant's financial solvency; submission of financial audit, expenditure reports and management letter (5 points)

**C. Phase 3 – Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Hawaii Administrative Rules
- D. Maui Geographic Coverage of Service
- E. DOH Standing Orders
- F. EMS Budget Forms and Instructions
- G. Essential Equipment for Advanced Life Support and Basic Life Support
- H. Maui MedEvac Protocols

## Proposal Application Checklist

Applicant:

RFP No.: HTH 730-2-16

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated, and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*		
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*		
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5		
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5		
SPO-H-206A	Section 3, RFP	SPO Website*		
SPO-H-206B	Section 3, RFP	SPO Website*		
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*		
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>				
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				
EMS-H-205	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206A	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206B	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206C	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206D	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206E	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206F	Section 3, RFP	EMS Website	<b>X</b>	

Attachment A

EMS-H-206G1	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206G2	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206G3	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206G4	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206H1	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206H2	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206H3	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206I	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206J1	Section 3, RFP	EMS Website	<b>X</b>	
EMS-H-206J2	Section 3, RFP	EMS Website	<b>X</b>	
Ambulance Service License issued by the Hawaii State Dept. of Health	Section 3, RFP	EMS Website	<b>X</b>	
Business License issued by the Hawaii State Department of Commerce and Consumer Affairs	Section 3, RFP		<b>X</b>	

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Authorized Signature

\_\_\_\_\_

Date

## Proposal Application Table of Contents

<b>1.0</b>	<b>Program Overview</b> .....	1
<b>2.0</b>	<b>Experience and Capability</b> .....	1
	A. Necessary Skills .....	2
	B. Experience.....	4
	C. Quality Assurance and Evaluation.....	5
	D. Coordination of Services.....	6
	E. Facilities .....	6
<b>3.0</b>	<b>Project Organization and Staffing</b> .....	7
	A. Staffing.....	7
	1. Proposed Staffing .....	7
	2. Staff Qualifications .....	9
	B. Project Organization .....	10
	1. Supervision and Training .....	10
	2. Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts	
<b>4.0</b>	<b>Service Delivery</b> .....	12
<b>5.0</b>	<b>Financial</b> .....	20
	See Attachments for Cost Proposal	
<b>6.0</b>	<b>Litigation</b> .....	20
<b>7.0</b>	<b>Attachments</b>	
	A. Cost Proposal	
	SPO-H-205 Proposal Budget	
	SPO-H-206A Budget Justification - Personnel: Salaries & Wages	
	SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits	
	SPO-H-206C Budget Justification - Travel: Interisland	
	SPO-H-206E Budget Justification - Contractual Services – Administrative	
	B. Other Financial Related Materials	
	Financial Audit for year ended December 31, 2015	
	C. Organization Chart	
	Program	
	Organization-wide	
	D. Performance and Output Measurement Tables	
	Table A	
	Table B	
	Table C	
	E. Program Specific Requirements	

**Links to the Hawaii Administrative Rules  
Referred to in this RFP**

Title 11, Chapter 72 - State Comprehensive Emergency Medical Services System

<http://health.hawaii.gov/ems/home/chapter-72-state-comprehensive-ems-systems-rules-and-regulations/>

Title 16, Chapter 85, Subchapter 7 – Certifying Emergency Medical Service  
Personnel

<http://health.hawaii.gov/ems/home/certification-and-licensure-for-ems-providers-and-personnel/>

## **Islands of Maui, Molokai and Lanai Geographical Coverage of Service**

### **Unit 29 – Aeromedical**

General Area of Coverage: Countywide

Maui Memorial Medical Center & Interisland transport to Oahu.

### **Unit 30 - Wailuku**

General Area of Coverage: All of the Wailuku & Kahului areas.

Boundaries along Hana Highway will be up to and including Baldwin Beach Park.

Boundary on Haleakala Highway will be up to and including Keahua Junction.

Boundary on Pulehu Road will be up to and including the “Y” intersection with Omaopio Road.

Boundary on Mokulele Highway will be up to and including the area known as the Maui Central Baseyard (former Hardwoods Treatment plant).

Boundary on Kahekili Highway will be up to and including Kahakuloa Village up to the bridge just west of the village.

Boundary on Honoapiilani Highway will be up to and including the intersection with Kuihelani Highway. (This includes all of Kuihelani Highway.)

Maui Memorial Medical Center

### **Unit 31 - Makawao**

General Area of Coverage: Makawao, Haiku, Pukalani & Kula (Upcountry Maui)

Boundary along Hana Highway will be at Baldwin Beach Park (excluding park) and eastward up to Kaumahina State Park (mile post #11).

Boundary along Haleakala Highway will be down to Keahua Junction (exclusive). The boundary on Haleakala Highway towards the crater will be the intersection of Haleakala Highway & Kula Highway (exclusive of intersection).

Boundary along Kula Highway will be up to but exclusive of its intersection with Haleakala Highway.

Maui Memorial Medical Center

### **Unit 32 - Kihei**

General Area of Coverage: Kihei, Maalaea

Boundary along Honoapiilani Highway will be westward to the Pali Tunnel (inclusive) and eastward to the intersection with Kuihelani Highway (exclusive).

Boundary along Mokulele Highway will be up to but exclusive of the Maui Central Baseyard (formerly known as Hardwoods Treatment plant).

All of Kihei Road & Piilani Highway (until road ends)

Maui Memorial Medical Center

### **Unit 33 - Lahaina**

General Area of Coverage: Lahaina, Kaanapali

Boundary along Honoapiilani Highway will be westward up to and including the intersection and all of Puukoolii Road. Eastward boundary will be the Pali tunnel.

Maui Memorial Medical Center

### **Unit 34 - Hana**

General Area of Coverage: Hana, Keanae, Kipahulu, and Kaupo

Boundary along Hana Highway extends from Hana town to Kaumahina State Park --Mile post #11

Boundary to the southwest goes along Piilani Highway up to and including Kaupo Store.

Hana Community Health Center

**Unit 35 - Napili**

General Area of Coverage: Honokawai, Kahana, Napili, and Kapalua

Boundary along Honoapiilani Highway will be westward up to but excluding the intersection with Puukolii Road. Eastward boundary will be the bridge just outside Kahakuloa Village.

Maui Memorial Medical Center

**Unit 37 - Kula**

General Area of Coverage: Kula, Haleakala Crater, Ulupalakua

Boundary on Kula Highway will be up to and including the intersection with Haleakala Highway and 'mauka' on Haleakala Highway up to Haleakala summit.

The lower 'makai' boundary is the "Y" intersection between Omaopio & Puulehu Road although exclusive of the intersection itself. Boundary on Kula Highway in the southeast direction will be at the Kaupo Store.

Boundary on Haleakala Crater includes all of Kekaulike Highway and Crater Road up to Haleakala summit. Area is inclusive of Haleakala National Park.

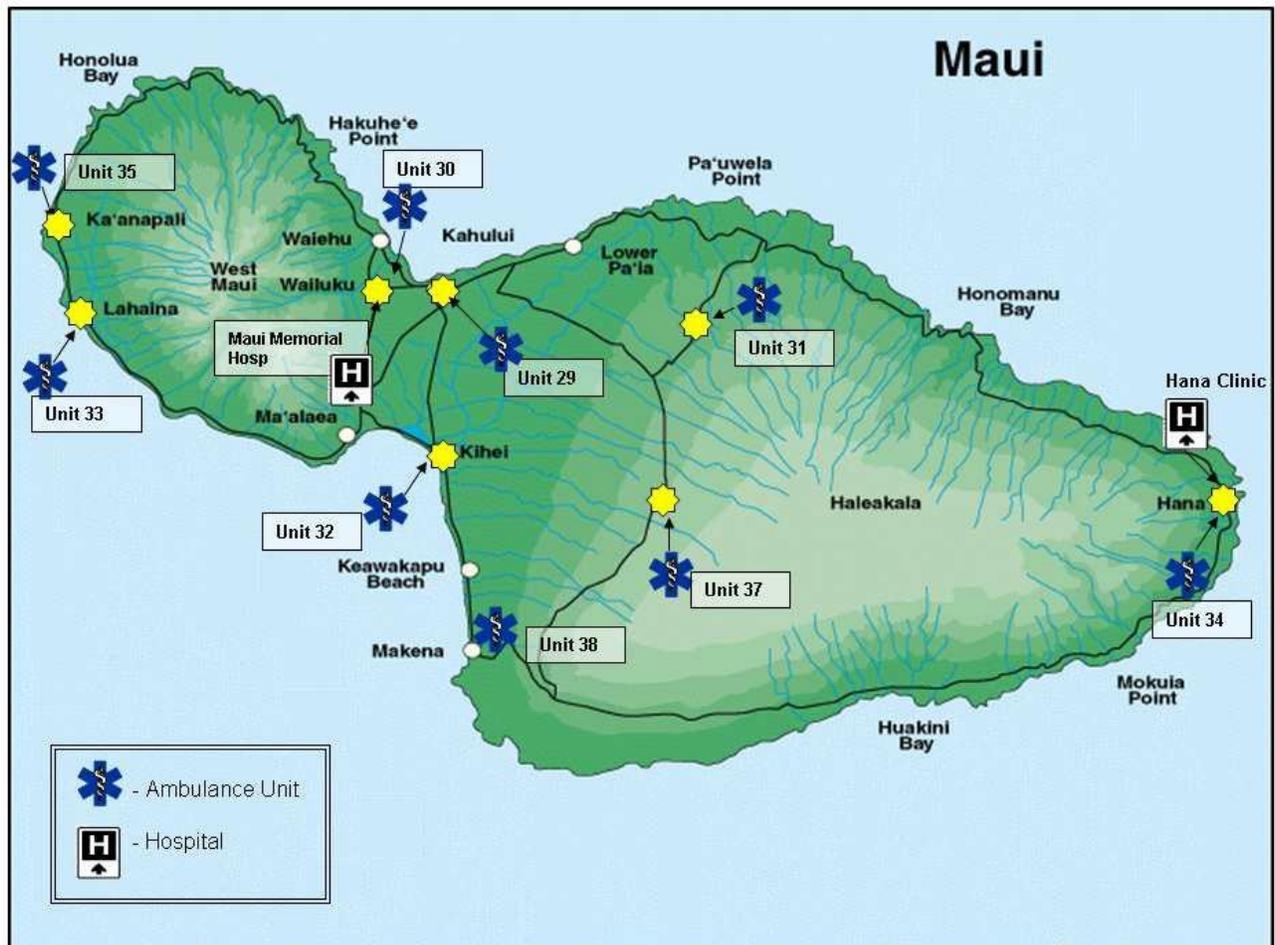
Maui Memorial Medical Center

**Unit 38 - Wailea**

General Area of Coverage: Wailea

Boundary from Alanui Ke Alii westward.

Maui Memorial Medical Center



**Unit 39 - Molokai**

General Area of Coverage: Molokai

Unit 39 covers the entire island of Molokai with the exception of Kalalau County.

Molokai General Hospital

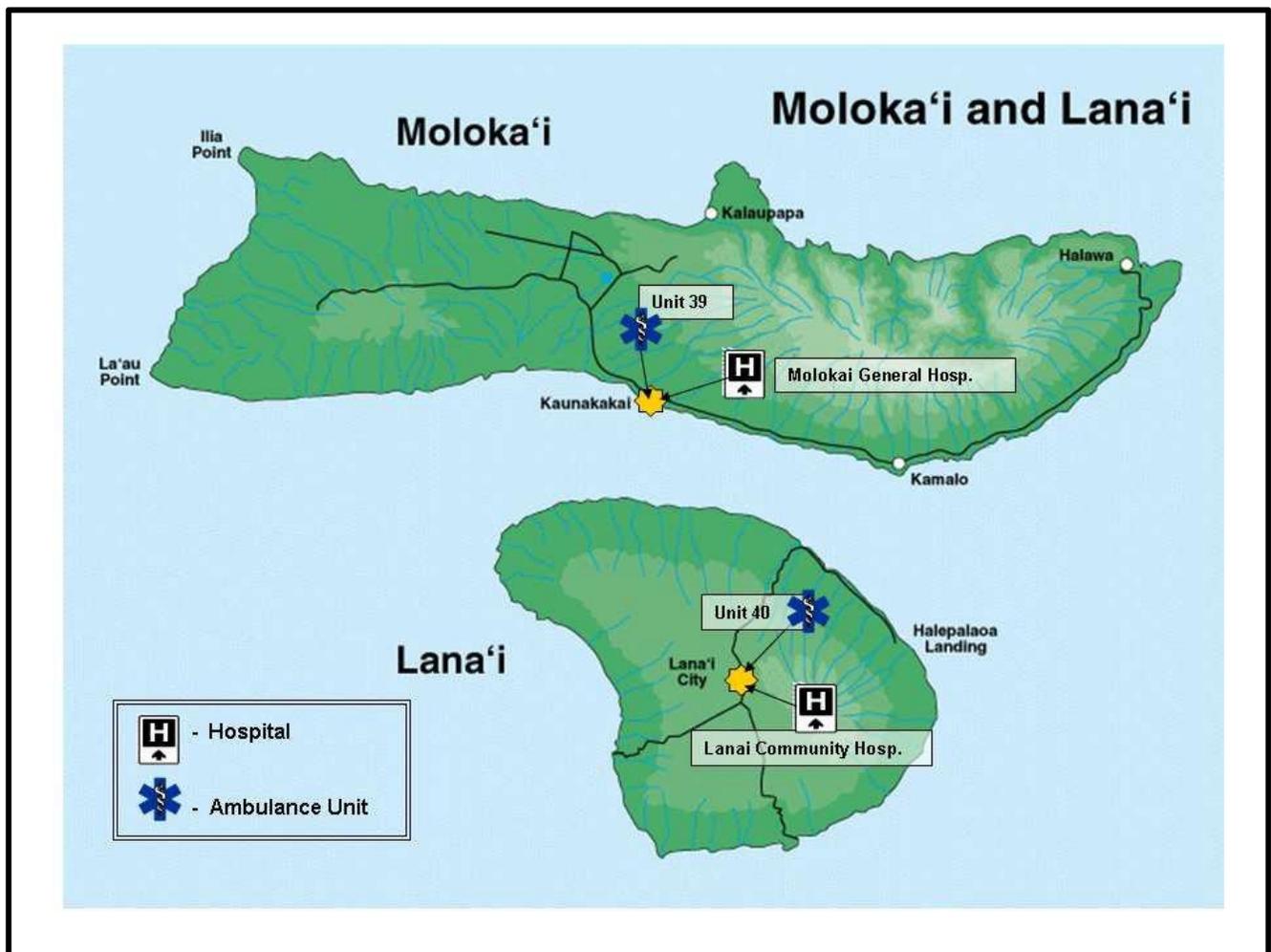
**Unit 40 - Lanai**

General Area of Coverage:

The entire island of Lanai.

Lanai Community Hospital

Attachment E



Attachment E

**Emergency Medical Services & Injury Prevention System Branch  
State of Hawaii, Department of Health**

**Mobile Intensive Care Technician  
Adult and Pediatric Standing Orders**

To view/download a copy, go to the following link:

<http://health.hawaii.gov/ems/home/standing-orders-for-hawaiis-mobile-intensive-care-technicians-micts/general-standing-orders-for-ambulance-paramedics-micts/>

Required EMS Budget Forms and Instructions are available on the Emergency Medical Services & Injury Prevention System Branch Website.

To view/download the EMS Budget forms, go to the following link:

<http://health.hawaii.gov/ems/home/requests-for-proposals-rfp/>

**State of Hawaii  
Department of Health**

**Essential Equipment for Advanced Life Support  
and Basic Life Support**

These documents are available on the Emergency Medical Services  
& Injury Prevention System Branch Website.

To view/download the documents, go to the following link:

<http://health.hawaii.gov/ems/files/2013/08/BLS-ALSEquip.pdf>

## **Maui MedEvac Helicopter Protocols**

To view/download a copy, go to the following link:

<http://health.hawaii.gov/ems/files/2013/08/MedEvac.pdf>