

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

Request for Proposals

RFP No. HTH 730-2-10
Comprehensive Emergency Medical
Services for the County of Kauai

October 18, 2010

Note: If this RFP was downloaded from the State Procurement Office RFP Website, each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

October 18, 2010

REQUEST FOR PROPOSALS

COMPREHENSIVE EMERGENCY MEDICAL SERVICES FOR THE COUNTY OF KAUAI

RFP No. HTH 730-2-10

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 Kauai. The contract will be from July 1, 2011, through June 30, 2015 [with one (1) twenty-four month option that would allow the contract to extend to June 30, 2017.]

Proposals must be postmarked by United States Postal Service (USPS) mail before midnight on January 7, 2011 or hand delivered by 11:00 a.m., Hawaii Standard Time (HST) at the drop off sites designated on the following page.

Proposals postmarked by USPS mail after midnight on January 7, 2011, or hand delivered after 11:00 a.m. HST on January 7, 2011 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 November 19, 2011. All written questions will receive a written response from the State on or about November 30, 2011.

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

Clay 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: Five (5) hardcopies

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **January 7, 2011**, 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

Clay Chan
Ph: (808) 733-8328
Fax: (808) 733-8332
e-mail: clayton.chan@doh.hawaii.gov

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **11:00 A.M., Hawaii Standard Time (HST), January 7, 2011**. 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., **January 7, 2011**.

Drop-off Site

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

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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.

I. Procurement Timetable

Note that the procurement timetable represents the State's best-estimated schedule. 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)	Oct. 18, 2010
Distribution of RFP	Oct. 18, 2010 to Jan. 7, 2011
RFP orientation session	Nov. 8, 2010
Closing date for submission of written questions for written responses	Nov. 19, 2010
State purchasing agency's response to applicants' written questions	Nov. 30, 2010
Discussions with applicant prior to proposal submittal deadline (optional)	Mid-Nov. thru Late Dec. 2010
Proposal submittal deadline	January 7, 2011
Discussions with applicant after proposal submittal deadline (optional)	Early Jan. 2011
Final revised proposals (optional)	Mid-January 2011
Proposal evaluation period	Mid-Jan. to Early Feb 2011
Provider selection	Mid-February 2011
Notice of statement of findings and decision	Mid-February 2011
Contract start date	July 1, 2011

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

For	Click
1 Procurement of Health and Human Services	“Health and Human Services, Chapter 103F, HRS...”
2 RFP website	“Health and Human Services, Ch. 103F...” and “The RFP Website” (located under Quick links)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	“Statutes and Rules” and “Procurement of Health and Human Services”
4 Forms	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Forms”
5 Cost Principles	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Cost Principles”
6 Standard Contract -General Conditions	“Health and Human Services, Ch. 103F...” “For Private Providers” and “Contract Template – General Conditions”
7 Protest Forms/Procedures	“Health and Human Services, Ch. 103F...” and “For Private Providers” and “Protests”

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

For	Go to
8 Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click “Forms”
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click “Bill Status and Documents” and “Browse the HRS Sections.”
10 Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click “Business Registration”
11 Campaign Spending Commission	http://hawaii.gov/campaign
12 Wages for Emergency Medical Services personnel	http://www4.honolulu.gov/hrjobclass/index3.htm Search using Bargaining Unit 10

The EMS website is at <http://hawaii.gov/health/family-child-health/ems/>

For:	Click:
13 DOH Standing Orders	Ambulance Paramedic (MICT) Standing Orders
14 EMS Budget Forms	“Request for Proposals”
15 Title 11, Chapter 72	“Request for Proposals”
16 Title 11, Chapter 85	“Request for Proposals”

III. 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.

IV. 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.

V. 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
 E-mail: emsipsb@doh.hawaii.gov

VI. Orientation

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

Date: November 8, 2010 **Time:** 11:00 a.m.
Location: Conference Room, 3040 Umi St., Lihue 96766

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 paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: November 19, 2010 **Time:** 4:00 p.m. HST

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

Date: November 30, 2010

VIII. 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 II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled 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 SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required. By submitting a proposal in response to the RFP, the applicant agrees to all of the provisions, terms, and conditions of the RFP.

- B. **Program Specific Requirements** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5. No contract proposals shall be accepted from any applicant who lacks, by the submittal deadline, any Hawaii or federal license necessary to conduct the business being sought by the request for proposals.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. 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. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. The successful applicant will be required to submit a tax clearance certificate prior to entering into a contract resulting from the RFP. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)

Compliance with all Applicable State Business and Employment Laws All providers shall comply with all laws governing entities doing business in the State. 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 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. (See part II, Website Reference.)

- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The “Certificate of Vendor Compliance” issued online through HCE 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 this section’s part II. Website Reference for HCE’s website address.
- G. **Campaign Contributions by State and County Contractors** Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)
- H. **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.*
- I. **Confidentiality of Personal Information.** Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General’s General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.
- J. **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. 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. Proposals shall be rejected when:

Postmarked after the designated date; or
Postmarked by the designated date but not received within 10 days
from the submittal deadline; or
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.

IX. 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 HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency 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.

XI. Additional Materials and Documentation

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

XII. RFP Amendments

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

XIII. 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 best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

XIV. 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 interests of the State.

XV. Costs for Proposal Preparation

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

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's 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 Sections 3-142-202 and 3-142-203.

XVII. 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 Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)

- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))
- (7) Applicant lacks, by the submittal deadline, any Hawaii or federal license necessary to conduct the business being sought by the request for proposals (Act 69, SLH 2010)

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants 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 awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. 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, SPO-H-801, and related forms are available on the SPO website. (See paragraph II, Website Reference.) 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.

Head of State Purchasing Agency	Procurement Officer
Name: Chiyome Leinaala Fukino, M.D.	Name: Sharon S. Abe
Title: Director, Department of Health	Title: Chief, Administrative Services Office
Mailing Address: P.O. Box 3378 Honolulu, HI 96801-3378	Mailing Address: P.O. Box 3378 Honolulu, HI 96801-3378
Business Address: 1250 Punchbowl St.	Business Address: 1250 Punchbowl St.

XX. 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.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order 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 outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). 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

I. Introduction

A. Overview, Purpose or Need

The State of Hawaii Department of Health (DOH) through its Emergency Medical Services and 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 services to the County of Kauai 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 services (see Section 5 – Attachment C).

B. Planning activities conducted in preparation for this RFP

A Request for Information was conducted July 12 through July 19, 2010, 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 goals of the service

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 throughout the County of Kauai 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.

The successful applicant will offer services equal to or better than the quality currently enjoyed by the County of Kauai. Proposals based on other service assumptions or not meeting this intent will be considered unresponsive

D. Description of the target population to be served

The County of Kauai Emergency Medical Services System serves a de-facto population of 79,968 (2009). The communities are primarily rural with Lihue serving as the County's business district and county government center. By the year 2017, it is estimated that the population, permanent and seasonal residents, will be approximately 85,362. There are approximately 1 million visitors to the County of Kauai each year.

The median age is 40.4 and the population is comprised of over 9,588 (or 14.9%) people aged 65 and older (2009).

There are three (3) hospitals in the County of Kauai that are designated by the DOH as receiving medical facilities for emergency patients. Patients requiring definitive tertiary care services not available on Kauai are transferred via aeromedical transport services to Oahu for specialized medical care.

Call Volume

	2006	2007	2008	2009
Total Calls	4785	4679	4687	4396
Transported	3540	3330	3506	3203

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 Kauai for the period July 1, 2011 to June 30, 2012 is FIVE MILLION NINETY THOUSAND THREE HUNDRED EIGHTY-THREE DOLLARS AND 00/100 (\$5,090,383.00) 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 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.

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

If a 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.

G. 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

II. 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 request for proposals :
 - a) State of Hawaii – Ambulance Service License issued by the DOH
 - b) 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. Whenever 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 Section 3-143-608)

After-the-fact secondary purchases: WILL BE ALLOWED

Planned secondary purchases: NONE

C. Multiple or alternate proposals

(Refer to HAR Section 3-143-605)

Allowed Unallowed

D. Single or multiple contracts to be awarded

(Refer to HAR Section 3-143-206)

Single Multiple Single & Multiple

Criteria for multiple awards:

E. Single or multi-term contracts to be awarded

(Refer to HAR Section 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) year beginning from 12:00 a.m. July 1, 2011, and ending at 11:59 p.m. June 30, 2015.

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, 2017.

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 an 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 I (Procurement Timetable) of this RFP.

Clay 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

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The most important aspect of this procurement is the fact that 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 response times must meet or exceed the response time requirements set forth by the DOH.
2. All ground ambulance units must at all times be equipped and staffed to operate at the ALS level, on all 911 emergency calls.
3. Clinical performance must be consistent with approved DOH Standing Orders (see Section 5 – Attachment E).
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 within 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.

Districts and Ambulance Services

The service provider shall provide continuous 911 ALS emergency ground ambulance services twenty-four (24) hours per day, seven (7) days per week

in the County of Kauai. The following median response time standards will be met at the ninetieth percentile within the following districts:

- Unit 20 – Waimea (rural; 20 minutes)
- Unit 21 – Lihue (urban/rural; 15 minutes)
- Unit 22 – Kilauea (rural; 20 minutes)
- Unit 23 – Kapaa (rural; 20 minutes)
- Unit 24 – Koloa (rural; 20 minutes)

Response time shall be measured from the time the ambulance request is received at the ambulance dispatch center to the time the ambulance 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) paramedic, in Hawaii known as a Mobile Intensive Care Technician (MICT), licensed to perform Advanced Life Support (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, HRS.

The service provider shall require its MICTs and EMTs 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 directing and supervising ambulance service operations and employees' 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 in 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.

Injury Prevention Coordinator

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

Information Technology (IT) Coordinator

The service provider shall designate an employee with at least three (3) years experience in emergency medical services as Kauai's EMS Information Technology (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 experience in emergency medical services as Kauai's EMS Quality Assurance Coordinator in order to integrate EMS Quality Assurance activities in the County of Kauai 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, ambulance report forms.

A medical quality improvement program must be implemented by the service provider. The medical quality improvement program will measure, maintain, and be used to improve the effectiveness and efficiency of the prehospital medical care provided.

All quality improvement initiatives shall be coordinated through the DOH's Kauai Emergency Medical Services District Medical Director (EMSMD). All quality improvement reports shall require the signature of the EMSMD prior to submission to the DOH.

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
- 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 detailed in Section 2, Part III, Scope of Work, of this RFP. The following information must be provided for each contract listed.

- Contract number;
- Contract agency;
- Contact person and phone number from the contracting agency;
- and
- Title of the service or a brief description of the service.

This will document that the contract(s) are pertinent to the service activities detailed in 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 the proposed services.

7. Reporting requirements for program and fiscal data

a. Required ambulance reports:

An ambulance run report, electronic or hardcopy(s), shall be completed, one (1) for each patient examined, treated, and transported and/or one (1) for each ambulance service request which 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 for 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 in 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 Principals, 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 in triplicate on the service provider's legal/official letterhead, and indicate the contract number, the service provided, and the 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 submit expenditure reports as required by the DOH. The DOH will provide the report of 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 in response to the RFP, the applicant agrees to all of the provisions, terms, and conditions of the RFP.

A detailed budget shall be completed by the applicant utilizing the EMS Budget Form EMS-H-205 and Budget Justification Forms EMS-H-206A through J (see Section 5, Attachment F).

C. Facilities

The applicant/service provider shall provide facilities, utilities, vehicles, equipment and supplies, repairs and maintenance, fuel and other related advanced and basic life support 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, six (6) land surface motor vehicles (ambulances) of the type specified and in compliance with Federal Specifications for the Star of Life Ambulance KKK-A-1822E 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 BLS and ALS services equipment and supplies on each ambulance, in compliance with Chapter 11-72, State of Hawaii Essential Equipment for Advanced Life Support and Basic Life Support. Some items previously required by Chapter 11-72 are no longer required as indicated in Attachment G. The applicant/service provider shall also equip each ambulance with the following equipment and supplies:

Transport ventilator,
 Portable blood pressure pulse / vital signs monitor,
 Battery-operated cardiac monitor defibrillator with external cardiac pacemaker,
 Continuous Positive Airway Pressure Device (CPAP),
 Pulse oximeter,
 End tidal CO2 detector (electronic or disposable), and
 Multi-channel syringe infusion pump.

D. Services and Responsibilities not required of Service Provider

1. DOH will provide ambulance and hand held 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 Kauai 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 and computer hardware required for the purpose of creating ePCRs. Additional computers required for administrative purposes shall be the responsibility of the service provider.

IV. 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, FIVE MILLION NINETY THOUSAND THREE HUNDRED EIGHTY-THREE AND 00/100 DOLLARS (\$5,090,383.00), 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 (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, 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 comprises the following sections:

Proposal Application Identification Form

Table of Contents

Program Overview

Experience and Capability

Project Organization and Staffing

Service Delivery

Financial

Other

I. Program Overview

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

II. 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 contracts 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.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern for the viability of the services. Every reasonable effort to recruit and retain existing emergency medical personnel shall be made. (Refer to the personnel requirements in the Service Specifications, as applicable.)

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for field and management personnel. (Refer to the qualifications in the 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 all personnel to include position title, full time equivalency and lines of responsibility/supervision in an organization chart(s) that shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - 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.

V. 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 EMS website. See Section 1, paragraph II - Websites referred to in this RFP and Section 5, Attachment F – EMS Budget Forms and Instructions.

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

In order 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, 2010 from one of the applicant’s contracts for EMS services listed under Section 3, II, B.

VI. Other

A. Litigation

The applicant shall disclose 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:

Ambulance Service License issued by the Hawaii State Department of Health

Business License issued by the Hawaii State Department of Commerce and Consumer Affairs

Section 4

Proposal Evaluation

Section 4 Proposal Evaluation

I. 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.

II. 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
TOTAL POSSIBLE POINTS	100 Points

III. 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 SPO-H-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) _____

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) _____

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) _____

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) _____

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. Kauai 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

Proposal Application Checklist

Applicant:

RFP No.:

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
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
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*		
Certifications:				
<i>Federal Certifications</i>		Section 5, RFP		
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		
Program Specific Requirements:				
EMS-H-205	Section 3, RFP	EMS Website	X	
EMS-H-206A	Section 3, RFP	EMS Website	X	
EMS-H-206B	Section 3, RFP	EMS Website	X	
EMS-H-206C	Section 3, RFP	EMS Website	X	
EMS-H-206D	Section 3, RFP	EMS Website	X	

Attachment A

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

Authorized Signature

Date

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

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

<http://gen.doh.hawaii.gov/sites/har/AdmRules1/11-72.htm>

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

<http://hawaii.gov/health/family-child-health/ems/har16-85.html>

**ISLAND OF KAUAI
PRIMARY HOSPITALS AND
AMBULANCE DISTRICT BOUNDARIES**

HOSPITALS

Wilcox Memorial Hospital, located in Lihue, is the designated Regional MEDICOM Base Station hospital.

Kauai Veterans Memorial Hospital, located in Waimea.

Samuel Mahelona Memorial Hospital, located in Kapaa.

Unit 20

Located in Waimea, is responsible for all calls for service from the end of the road in Polihale and Kokee up to and including McBryde Camp (Numila Camp) off Halewili Road. On Kaumualii Highway, they are responsible up to and including Wahiawa Bridge and all areas in-between. Primary hospitals are Wilcox Memorial and Kauai Veterans Memorial Hospitals.

Unit 21

Located in Lihue, is responsible for all calls for service from Half Way Bridge on Kaumualii Highway up to and including South Leho Road (just north of Wailua Golf Course) on Kuhio Highway and all areas in-between. Primary hospitals are Wilcox Memorial and Samuel Mahelona.

Unit 22

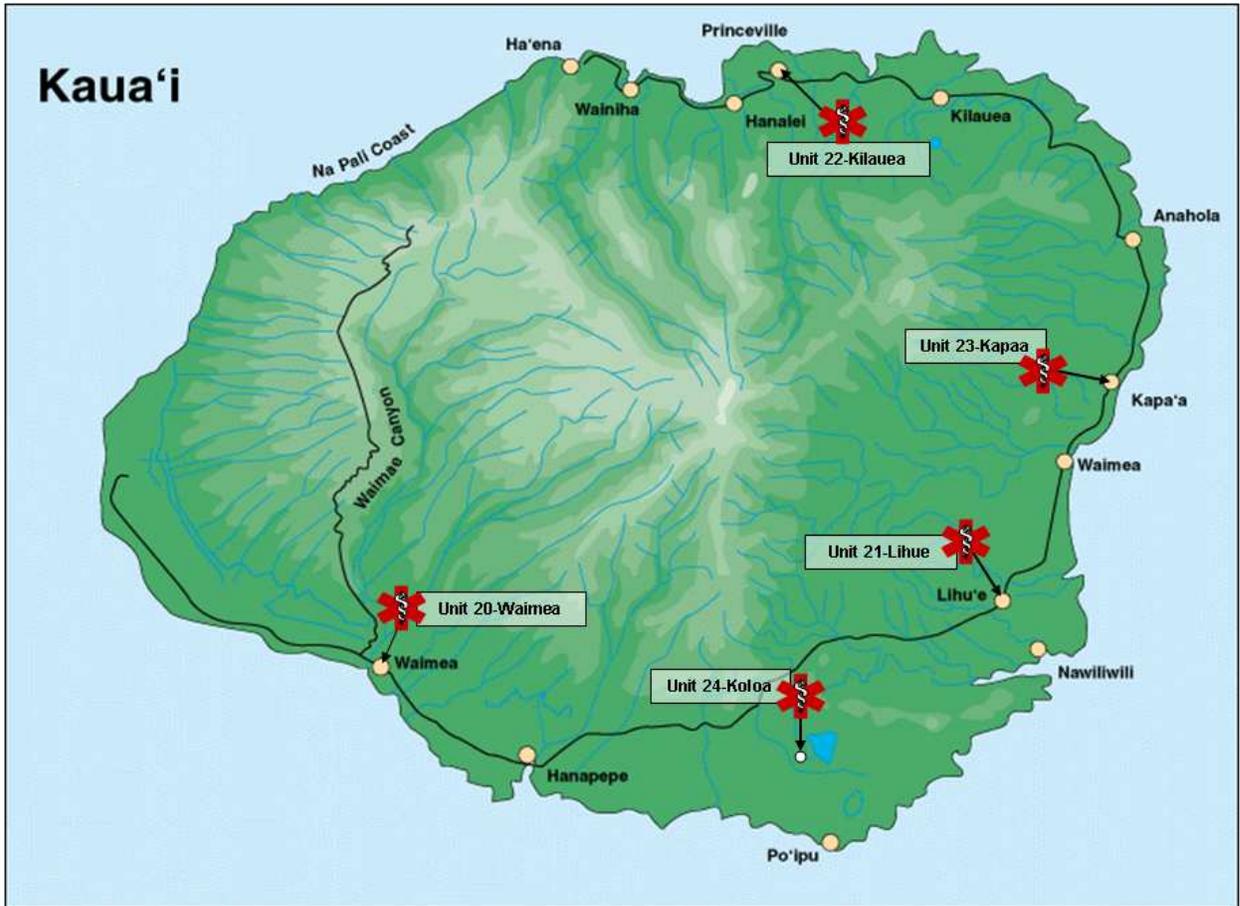
Located in Kilauea, is responsible for all calls for service from North Aliomanu Road on Kuhio Highway to the end of the Road a Kee Beach and all areas in between. Primary hospitals are Wilcox Memorial and Samuel Mahelona.

Unit 23

Located in Kapaa, is responsible for all calls for service from South Leho Road on Kuhio Highway up to and including North Aliomanu Road on Kuhio Highway and all areas in between. Primary hospitals are Wilcox Memorial and Samuel Mahelona.

Unit 24

Located in Koloa, is responsible for all calls for service from North McBryde Camp (Numila) on Halewili Road and East of Wahiawa Bridge on Kaumualii Highway up to Half Way Bridge and all areas in-between. Primary hospitals are Wilcox Memorial and Kauai Veterans Memorial.



**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://hawaii.gov/health/family-child-health/ems/pdf/SO-2008_FINAL_8-01-08.pdf

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://hawaii.gov/health/family-child-health/ems/index.html> and click on “Requests for Proposals.”

Attachment G

The lists for essential equipment for Advanced Life Support and Basic Life Support are available on the Emergency Medical Services & Injury Prevention System Branch Website.

To view/download the documents, go to the following link:
<http://hawaii.gov/health/family-child-health/ems/index.html>
and click on “Requests for Proposals.”