

# Request for Proposal (RFP) for Ambulance Services in Ventura County

FEBRUARY 25, 2025



**COUNTY** *of* **VENTURA**

# RFP Team

- **RFP Consultant:** Bill Bullard, Healthcare Strategists
- **CEO Representation:** Scott Powers and Mike Pettit
- **Local Emergency Medical Services Agency Representation:** Steve Carroll and Dr. Daniel Shepherd
- **County Counsel Representation:** Lisa Canale
- **County Chief Procurement Officer:** Cliff Chroust

# Ambulance Services in Ventura County

- County Emergency Medical Services (EMS) oversees ambulance provision for entire county
- This is the first competitive process for ambulance services in Ventura County
  - Currently working under extensions to existing private ambulance providers
  - Competitive process will enable other potential bidders including public entities (Fire Dept)
- Different than other County RFP process
  - Potential for bids from private and public sector
  - Updated draft RFP will need to be approved by State (CalEMSA)
  - Hired consultant, set up website, enlisted steering committee, community outreach

# December 17<sup>th</sup> Board Meeting

- County Staff presented updated Draft RFP
- Board requested additional time to review Draft RFP
- Board Concerns
  - Make up of Evaluation Committee
  - Increased Board authority on contract award selection
  - Increased requirements leading to a significant increase in ambulance fees

# Updates to Draft RFP since Dec 17, 2024

- Mutual Aid Agreements
  - Contractor must be able to provide services within 100% of the County, including hard-to-reach areas. Services may be provided by the Contractor directly, through Mutual Aid agreements, or possibly by the County.
- First Responder Advanced Life Support (FRALS)
  - From: 2-minute extension if FRALS unit arrives on scene within required timeframe
  - Now: 2-minute extension if FRALS unit arrives on scene within required timeframe and FRALS agreement is in place

# Evaluation Committee Update

- Originally 5 members (2 selected by consultant; 3 selected by County)
- UPDATE: Increased to a 7-member committee with 2 additional selections to the County
  - Consultant – 2 selections external from the County (EMS representative and a Fire representative)
  - County – 5 selections (internal/external from the County)
    - Potential candidates include hospital representation, County Auditor Controller, current/former city leadership (non-stakeholder city), etc...
    - Selections made by County Executive Office will likely occur in Summer 2025

# Emergency Medical Care Committee (EMCC)

Recommend restructuring and renaming the EMS Advisory Committee to establish a statutorily authorized EMCC to:

- Act in an advisory capacity to BOS and LEMSA to review and report on all matters related to emergency medical care in the County;
- Serve as the performance evaluation committee for ambulance contracts;
- Allow for expanded representation from key EMS stakeholders and subject matter experts;
- Nominations from representative organizations and appointed by your Board;
- EMCC is expected to meet quarterly, meetings will be publicly noticed and subject to the Brown Act.

# Update: Dispatch Costs

- VCFD's centralized dispatch facilitates all medical response actions (fire and ambulance) in Ventura County
- Services include dispatch to city fire partners (Ventura, Oxnard and Fillmore)
- VCFD has indicated they are updating their dispatch rates in the coming months.
  - RFP may need to be modified once rates are updated and approved by your Board
  - Dispatch cost increases will reflect a higher ambulance cost for ratepayers

# Options to Address Ambulance Rate Concerns

- Less unit hours = lower ambulance rates
- Scope reduction
  - CURRENT RECOMMENDATION: 1 EOA, 10 subzones, 90% response time within 8 minutes
- Possible alternative options:
  - Option 1: Return to original plan of 90% EOA and 85% in subzones
  - Option 2: Reduce number of subzones
  - Option 3: Increase response time beyond 8 minutes

# RFP Scoring Criteria

Highest scoring proposal will be awarded

## Requirements/Methodology – 30%

- Response-Time Commitment/Performance
- Integration with Existing EMS Stakeholders
- Billing/Collection Program and Data Integration
- Commitment for Clinical Quality/Innovation
- System Status Plan/Unit Hour Commitment

## Cost – 30%

- Proposed Patient Charges
- Fiscal Strength/Budget/Pro Forma

## Proven Performance – 10%

- References

## Support and Staffing – 30%

- Community Commitment (hospitals, disaster, diversity, outreach)
- Incumbent Work Force
- Credentials, Experience, and Local Management Team
- Medical Supplies and Equipment
- Compensation Package and Working Conditions

# Overview and Timeline – To Follow

Sep 2024	Evaluated public input and developed a revised draft RFP
Dec 17, 2024	Presented revised draft RFP for BOS review
Feb 25, 2025	Return to BOS for additional review and feedback
TBD	Submit BOS approved RFP to EMSA for approval
On or about 7/1/25	Release of EMSA-approved RFP thru GSA Procurement Portal
On or about 7/25/25	Pre-proposal conference
On or about 10/9/2025	RFP proposal closing date
On or about 10/30/2025	Proposal review by Evaluation Committee
On or about Nov 2025 - Feb 2026	Vendor selection, contract negotiation, BOS approval and award of contract, begin transition plan implementation

# Recommendations

1. Receive Presentation of Revised Draft RFP
2. Provide Feedback or Additional Direction
3. Authorize CEO to Make Necessary Modifications to Secure Final EMSA Approval
4. Approve/Authorize Solicitation of RFP Following Approval
5. Approve Composition of Evaluation Committee to be Comprised of 7 Members
6. Adopt Resolution Restructuring/Renaming Emergency Medical Services Advisory Committee to Establish Emergency Medical Care Committee

# Questions?