



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 3/23/2021
Agenda Placement: 13B
Set Time: 11:00 AM
Estimated Report Time: 15 minutes

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors
FROM: Shelli Brobst for Jennifer Yasumoto - Director
Health & Human Services Administration
REPORT BY: Shelli Brobst, Contracts Manager - 253-4720
SUBJECT: Update on Ambulance Selection Process

RECOMMENDATION

Director of Health and Human Services (HHS) requests Board input and approval of the "Request for Proposal – Emergency and Non-Emergency Advanced Life Support Ambulance Transport for Napa County, California" (the RFP) and authorization for HHS to issue the RFP and proceed with the procurement process in accordance with its terms.

EXECUTIVE SUMMARY

State law requires that Napa County conduct a competitive process to select the franchisee to provide emergency ambulance services in the County. In September of 2019, Napa County entered into a professional services agreement with EndPoint EMS Consulting, LLC. (EndPoint EMS) to pursue a three-phased approach to procuring a new contracted advanced life-support ambulance provider. EndPoint first conducted a comprehensive assessment of the current EMS system that included an intensive process to provide information to interested EMS system stakeholders to obtain their input on the development of a new RFP. In addition to stakeholder input, HHS conducted multiple rounds of public comment periods from the Napa County Fire Chiefs' Association and the Napa County Emergency Medical Care Committee.

The second phase is the development, release, and management of the competitive request for proposal (RFP) for ALS ambulance services in Napa County. Based on the findings from the Napa County EMS System Assessment, EndPoint EMS drafted the RFP to reflect the interests and needs of the Napa County EMS System. After careful review by Napa County staff, the Napa County Fire Chiefs' Association, the Napa County Emergency Medical Care Committee, and by the California Emergency Medical Services Authority, the Napa County Health and Human Services Agency presents a draft of this RFP for review and approval.

The third and final phase will be assistance in the establishment of an agreement with the selected vendor,

including contract negotiations consistent with the prevailing bidder's RFP response.

PROCEDURAL REQUIREMENTS

1. Staff reports.
2. Public comments.
3. Motion, second, discussion and vote on the item.

FISCAL & STRATEGIC PLAN IMPACT

Is there a Fiscal Impact?

No

County Strategic Plan pillar addressed: Healthy, Safe, and Welcoming Place to Live, Work, and Visit

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Health and Safety Code Section 1797.200 grants authority to counties to develop emergency medical services (EMS) programs. Emergency ambulance service is a key component of an EMS program. Section 1797.224 authorizes the designation of "Exclusive Operating Areas" (EOAs) for emergency ambulance services. Within an EOA, ambulance service provision can be restricted to one or more providers of emergency ambulance services and Advanced Life Support (ALS) Services. American Medical Response West holds the exclusive emergency ambulance franchise agreement for the EOA currently designated in Napa County. This agreement is effective through January 1, 2022.

Section 1797.224 requires that the County utilize a competitive process to select the organization or organizations to provide these services following the expiration of the current franchises. Further, the State Emergency Medical Services Authority (EMSA), the entity that approves the procurement process, requires that counties select an emergency ambulance franchisee through a fair, open and objective competitive bidding process that cannot provide for any local vendor preference.

On September 10, 2019, the Board of Supervisors approved Agreement No. 200166B with EndPoint EMS to administer the ambulance franchise process. At HHSA's direction, EndPoint EMS embarked on an information gathering initiative by conducting listening sessions that included 39 individuals and 20 organizations. The organizations that participated included the fire departments, hospitals, aeromedical response entities, local ambulance services, dispatch centers, and various divisions of HHSA. Endpoint EMS found the stakeholder listening sessions very informative with stakeholders willing and open in sharing their opinions and suggestions about the current EMS system. Many opportunities for system improvements and enhancements were expressed during these listening sessions.

In July of 2020, EndPoint EMS produced a draft of the Napa County EMS System Assessment. The system assessment covers all aspects of the Napa County EMS system, with specific findings and recommendations addressing response times, emergency medical dispatch, clinical quality improvement measures, public

information and education initiatives, community paramedicine, and responder training and education. The Napa County EMS System Assessment was reviewed and received comment from HHSA staff, the Napa County Fire Chiefs' Association, and the Napa County Emergency Medical Care Committee (EMCC). On December 15, 2020, the Board of Supervisors received the report as well as a presentation on the report by EndPoint EMS. The Napa County EMS System Assessment Report is at <https://www.countyofnapa.org/772/Ambulance-Franchise>.

The document entitled "Request for Proposal – Emergency and Non-Emergency Advanced Life Support Ambulance Transport for Napa County, California" has been prepared to carry out the Board's direction. It was made available to the public and interested stakeholders for review on March 18, 2021. Since EMSA approves the County's procurement process, a draft of this RFP was sent to EMSA for their review and any input, which has been incorporated into the final draft submitted today for the Board's consideration.

The document is on file with the Clerk of the Board. The RFP is submitted to the Board as a draft. At this meeting, it is recommended that the Board proceed as follows:

1. Introduction. HHSA and EndPoint EMS presents a brief introduction and summary to the draft.
2. Public Input. Receipt of additional input from the general public and interested stakeholders.
3. Board review of the draft RFP.
4. Board Action. Board action, which could take the form of:
 - a. Approval. Approval of the RFP and direction to HHSA to finalize and issue the document and proceed with the procurement in accordance with its terms; or
 - b. Approval with Changes. Approval of the RFP subject to changes specified by the Board and direction to HHSA to finalize and issue the document and proceed with the procurement in accordance with its terms; or
 - c. Referral to HHSA for Further Revision. Direction to HHSA make specified changes in the structure or substantive content of the RFP and to return the draft to the Board for further consideration at an upcoming meeting.

SUPPORTING DOCUMENTS

A . Ambulance RFP EndPoint Presentation

B . Emergency and Non-Emergency Advanced Life Support Ambulance Transport RFP

CEO Recommendation: Approve

Reviewed By: Ben Guerrieri