



# Purchasing and Central Services

Monroe County, New York

**Maggie Brooks**  
*County Executive*

**Dawn C. Staub**  
*Purchasing Manager*

**ADDENDUM NO:** 1  
**RFP PROJECT:** Comprehensive Emergency  
Medical Services Study RFQ  
**DATE:** 4/20/12

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PROPOSERS PLEASE NOTE:

**Clarifying questions and answers.**

See attachment.

SIGN this Addendum below acknowledging receipt and understanding and INSERT in PROPOSAL packet.

## PURCHASING & CENTRAL SERVICES

  
Dawn C. Staub, Manager

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The undersigned respondent acknowledges receipt and understanding of Addendum No. 1 to RFQ Monroe County, NY Comprehensive Emergency Medical Services Study.

\_\_\_\_\_, 2012  
Date

\_\_\_\_\_  
Name of Company

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Title

1. The RFQ is clear in describing that the County desires an objective EMS system study using industry recognized research methodologies. Can you provide us with some context of the aim of this project and what you hope to accomplish? For example, is this study an ordinance requirement on a regular schedule? Is there concern or question about performance, financial challenges, sustainability, or integration? Understanding the context and the desired outcome of the study is helpful in targeting the approach to meet your aim.

*This study is not required by ordinance. The study is not on a regular schedule. Currently there are several types of EMS delivery systems in the County by many different providers under different structures. New York State regulations related to Certificate of Need (CON) complicate matters of fill in's and sending the closest, most appropriate provider to the scene of 911 calls. There are several goals to the study including benchmarking our EMS responses to national standards in the different service areas, identifying opportunities for community/agencies struggling financially and dealing with staffing, coordination, and fostering cooperation among the providers to create a patient-centric EMS delivery system. In addition, identifying options that are available for communities and the County to help agencies to improve performance as applicable.*

2. RFQ submissions are due May 4, 2012. When do you predict completing the selection process?

*The County anticipates completing the selection process within one (1) month of the submission date.*

3. When are you aiming for the contract with the awarded consultancy to begin?

*Within 30 days of contract award.*

4. Is there a desired date of completion for the study?

*September 30, 2012.*

5. a. Can you describe the Monroe County Office of Emergency Medical Services authority and role specific to oversight, performance, and regulation?

*The Monroe County EMS Office provides some training and oversight of the mutual aid plan. It also contracts the EMS medical director, and provides various support services to agencies and government officials. The County EMS Advisory Board adopts performance standards but neither entity currently provides oversight of performance or has regulatory authority.*

5. b. Does the office have a policy setting responsibility and enforcement authority?

*The Monroe County EMS Advisory Board sets performance standards but does not currently provide performance oversight.*

6. Does the county have a list of all of the agencies and primary contacts for each agency?

*Yes.*

7. Can you please provide a list of all of the transport, non-transport, first responder agencies, public safety answering points, and hospitals in Monroe County? This would support our understanding the scope of your study.

*A searchable data base is available at: <http://www.emergencyservicesdirectory.org/search.php>. Enter Monroe as the County (at the bottom), then select (at the top) which type of agency/organization you are looking for. There is only one PSAP for the entire County: <http://www.monroecounty.gov/safety-ecd.php>*

8. The RFQ indicates “Monroe County EMS Stakeholders have completed some preliminary work that will prove useful to the contractor.” Can you provide some detail so we may better understand this pre-work?

*A group of interested personnel from different agencies (fire, first response Advanced Life Support, and Public Safety, Department of Health [“DOH”], The Rochester-Monroe County 911 Dispatch Center and law enforcement) did a SWAT analysis as it relates to Quality Assurance and EMS. The information will be made available to the successful vendor but requires verbal explanation of the written results and will need to be protected under a Quality Assurance agreement.*

9. The scope of work describes a comprehensive, thorough, and objective study that would include primary and secondary public safety answering points, first responders, transport providers, hospitals, and potentially other alternative destinations. Are all of these stakeholders aware of this study and have they all agreed to support data collection?

*All of the stakeholders either are aware or will be informed of the study. Supporting data collection is the lesser issue. The larger issue, at hand, is what data exists? Some agencies have great data collections while others do not have the resources to support robust data collection. System wide data is collected as required by NYS DOH Bureau of EMS but may be of limited use.*

10. Is the county seeking a strategy to change the CON laws to allow pre-positioning of assets?

*The County does not have a strategy but would prefer to explore options that allow for a patient-centric driven EMS system. Options may exist to accomplish this without the need to change current CON law.*

11. Monroe County, NY is recognized as a leader in the state for its sustainability policies. May the written report printed copies be limited to five or less and the 100 copies provided in a universally accessible electronic format?

*The written report printed copies may be limited to 10. The additional 90 copies may be provided in a read-only format [i.e. pdf] on CDs and the County would require one modifiable electronic copy for sustainability purposes.*

12. Does the county expect the scope of work to require on-site assessment and interviews with every organization or can data collection also be accomplished through data gathering methods including electronic surveys, phone interviews, virtual meetings, and focus groups or group meetings with multiple stakeholders?

*Monroe County does not expect all assessments and interviews to be done on-site. The selected consulting firm may use various strategic methods of data collection.*

13. How many of the agencies to be included in the assessment keep electronic records vs. paper records?

*The majority of EMS calls are in electronic Prehospital Care Report ["PCR"] systems covering approximately 90% of the EMS calls.*

14. Monroe County, NY is recognized as a leader in the state for its sustainability policies. May the RFQ submission be submitted in a universally accessible electronic format and delivered via email?

*Submission requirements are clearly described in the original RFQ document in Section 3.1.C on page 9. "Respondents must submit one (1) signed original hard copy Proposal and twenty-five (25) electronic copies [either flash drive or CD] of the signed original Proposal."*

15. The RFQ requires companies to include total gross revenue data for the last three years. The RFQ also states that the RFQ submission is subject to NYS open records laws. Can this requirement be removed or can Monroe County assure that this data is not publically accessible?

*Privately held entities responding to this RFQ should note in their response which financial information should be deemed proprietary. The Monroe County Law Department reviews all documents requested under the "Freedom of Information" law prior to any release.*

16. RE: Section 3.5.E #9. There is no universally recognized consultant certification for expert consultants serving emergency medical services and/or fire service sectors and requirement of a certification from a non-industry certification is not a traditional qualification for projects of this scope. Requirement of such a certification would disqualify all of the leading EMS consultancies, will this qualification be waived or waved based on other credentials and experience?

*An organization may submit all material they believe to be relevant to this section of the RFQ for consideration. Note that the requirement in the RFQ states "in a field related to the proposed study" not specifically to EMS.*

17. Please confirm that the price proposal should be a fixed, all- inclusive price including professional fees, travel and expenses, and other related costs?

*Respondents may choose to quote an all-inclusive cost proposal or a not to exceed project cost with travel expenses estimated separately. The cost proposal must be clear whether travel is or is not included in the not-to-exceed amount.*

18. Is there a budget or price cap for the project's total cost? Can you please share the budgeted amount to aid in understanding how to best achieve the scope of work?

*Monroe County will not share its budget regarding this project. Respondents should quote a fair and reasonable price based on their experience with similar projects.*

19. The evaluation criteria allot 20% to price. Are there definitions to these criteria? Does the lowest bid receive the highest percentage score?

*Criteria definitions:*

*Understanding of the project. Does the response indicate a solid understanding of the services requested?*

*Capacity/availability to perform the services. Does the respondent have the resources to accomplish the project within the timeframe necessary?*

*Qualifications/experience on similar projects. Has the respondent done this type of work before with agencies of a like size to Monroe County?*

*Cost. Is this a fair and reasonable cost proposal?*

*Local office/support. If the respondent is headquartered in Monroe County, it scores a 5. If the respondent has an office in Monroe County but is headquartered elsewhere, it scores a 3. If the respondent has no presence in Monroe County, it scores a 1.*

20. Local Office/Support represents 10% of the evaluation criteria. There is no definition or specification of this requirement in the RFQ? Is this a requirement of a successful bidder? If not, will a bidder receive additional point consideration for team members who are Monroe County residents?

*Respondents should clearly indicate any plans to collaborate or sub-contract with other entities and who those partners will be. All resumes must be included as part of the response. Partners located in Monroe County would be recognized and scored by evaluation committee consensus.*

21. In the event an oral presentation is requested, will the presentation require an in person presentation in Monroe County or may a web meeting with video capabilities be a substitute?

*Web meetings or conference calls will suffice.*