

Sierra – Sacramento Valley Emergency Medical Services Agency



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REQUEST FOR PROPOSALS

Consultant to perform an assessment of the Western Placer County EMS System

Proposal Number: 2025-001

Issued By: Sierra-Sacramento Valley Emergency Medical Services Agency (S-SV EMS)

Release Date: February 18, 2025

Due Date: March 27, 2025

RFP QUESTIONS & ANSWERS

Posted February 27, 2025

Question	S-SV EMS Agency Response
<p>Concerning the three (3) zones to be assessed, is there an agreement or contractual obligation through the S-SV EMS agency from each of the three (3) EMS Agencies to provide the data needed to perform a deep and thorough assessment by the consultants? I ask this with concern towards AMR, as they are a private EMS agency. Depending on how much data is allowed to be reviewed, an accurate assessment (specifically in the areas of efficacy analysis) could prove to be difficult or not complete without full data access or review.</p>	<p>All 3 EMS agencies have current EOA Agreements with S-SV EMS that contain data reporting requirements, with the current AMR EOA Agreement having the most robust operational and financial data reporting requirements. Additional appropriate data required to perform an adequate EMS assessment, not already in the possession of S-SV EMS, will be requested from and provided by the applicable EMS provider agency(s).</p>
<p>Could you confirm that the study will evaluate only the three identified areas (Placer County Zones 1, 2, 3)?</p>	<p>Yes, this is correct. The eastern portion of Placer County (Tahoe area) is not included in this EMS system assessment process.</p>

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Question	S-SV EMS Agency Response
Can you provide an estimate of the total call volume of the three (3) EMS agencies?	<p>2024 ground ambulance provider call volume for the EMS assessment area is as follows:</p> <ul style="list-style-type: none"> • AMR Placer County: 33552 • Foresthill Fire District: 516 • South Placer Fire District: 2518 <p>Addition 2024 call volume and response time compliance data can be accessed at the following link: https://www.ssvems.com/wp-content/uploads/2025/02/S-SV-EMS-Response-Times-2-2025-Report.pdf</p>
Is there a single dispatch serving all three areas, or are there multiple dispatch centers?	<p>The public and private EMS dispatch centers serving the areas covered by this EMS system assessment include the following:</p> <ul style="list-style-type: none"> • AMR Placer County Dispatch • CAL FIRE Grass Valley ECC PSAP • City of Lincoln PSAP • City of Rocklin PSAP • City of Roseville PSAP • Placer County SO PSAP
The fifth bullet states, "Assessment of EMS agency"— does this refer to the Local Emergency Medical Services Agency (LEMSA) or each provider individually?	<p>This refers to the LEMSA, specifically S-SV EMS. The purpose of this inclusion is to ensure an adequate assessment of the entire EMS system, including the coordination between the regulatory LEMSA and individual EMS provider agencies.</p>
Is the LEMSA currently collecting data from the existing providers, including deployment, performance, billing, collections, payer mix, scheduling, APOT, transports? If not, do current contracts require providers to submit this data?	<p>Most of this data is currently collected and maintained by S-SV EMS. Additional appropriate data required to perform an adequate EMS assessment, not already in the possession of S-SV EMS, will be requested from and provided by the applicable EMS provider agency(s).</p>
<p>Question #1: Is there a specific budget allocated for this project that you would be willing to share?</p> <p>Similar Question #2: The evaluation weighting includes the statement: "Ability to stay within the proposed budget while meeting the scope of work." Has S-SV established an approved or maximum budget for the project? Or, does this statement presume the 'budget' will be the fee for the project proposed by the selected Contractor?</p>	<p>No, there is no specific budget allocated for this project.</p> <p>The RFP statement "Ability to stay within the proposed budget while meeting the scope of work" presumes the 'budget' will be the fee for the project proposed by the selected Contractor.</p>

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<p>Question #1: What Computer-Aided Dispatch (CAD) and Records Management System (RMS) software are currently utilized by the EMS departments? Have there been any changes to these systems in the past 3-5 years?</p> <p>Similar Question #2: Is there a centralized PSAP/CAD for all Western Placer County EOA agencies involved in the study from which all dispatch and response data can be accessed, or are there multiple dispatch centers?</p>	<p>All EMS providers covered under this assessment, except for the City of Roseville FD (ALS non-transport first responder) utilize the ImageTrend Elite ePCR software system. The City of Roseville FD currently uses ESO but is in the process of transitioning to ImageTrend Elite. AMR previously utilized their MEDS ePCR software system prior to transitioning to ImageTrend Elite in July 2023. CAD systems are as follows:</p> <ul style="list-style-type: none"> • AMR Private Dispatch Center: <ul style="list-style-type: none"> ○ LOGIS Solutions • CAL FIRE Grass Valley ECC PSAP: <ul style="list-style-type: none"> ○ Northrop/Grumman Altaris • City of Lincoln PSAP: <ul style="list-style-type: none"> ○ Sunridge RIMS • City of Rocklin PSAP: <ul style="list-style-type: none"> ○ Sunridge Systems RIMS • City of Roseville PSAP: <ul style="list-style-type: none"> ○ Tyler • Placer County SO PSAP: <ul style="list-style-type: none"> ○ Central Square/Tiburon Command
<p>The project deliverables include “a minimum of two listening sessions within Western Placer County.” Are the minimum two sessions expected to be conducted in person, virtually or a combination of both? Can the two minimum required sessions be held on the same day (e.g., a morning and afternoon session)? If additional listening sessions (beyond the two minimum sessions mentioned in the RFP) are proposed, can they be held virtually?</p>	<p>The minimum required two listening sessions are expected to be conducted in person. S-SV EMS will assist in coordinating these sessions and provide a meeting location/venue within Western Placer County at no cost to the contractor.</p> <p>The two minimum listening sessions are not to be held on the same day, to ensure adequate stakeholder participation/input opportunities.</p> <p>Any necessary additional listening sessions (beyond the two minimum sessions mentioned in the RFP) can be held virtually if necessary.</p>
<p>Regarding the project deliverable “Overall population-based analysis of response times for existing urban, suburban, rural, and wilderness areas,” is computer aided dispatch data available that identifies response addresses as being located in urban, suburban, rural, and wilderness areas?</p>	<p>This data is available for EOA Zone 3 (AMR), which covers approximately 90% of the system assessment area. This level of detail is not currently available for Zones 1 (Foresthill FPD) and Zone 2 (South Placer FPD). However, both Zones 1 & 2 have singular response time criteria for their entire response area. Additional ambulance response time requirement information is listed in S-SV EMS Policy 415: https://www.ssvems.com/wp-content/uploads/2023/11/415.pdf.</p>

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Could you please provide a summary of the submission instructions?	Please refer to page 12 of the RFP document for proposal submission instructions.
Would an electronic submission be acceptable in place of an email submission accompanied by two (2) USB drives sent by mail or courier?	Please refer to pages 11 and 12 of the RFP documents for proposal submission requirements/instructions. Other forms of proposal submission not compliant with the RFP requirements will be considered non-responsive.
The Scope of Work includes an “assessment of EMS system financials,” including audited financials and payor mix. Have the current EOA providers agreed to share their payor mix data? Has S-SV already obtained provider payor mix data, or will it be a contractor responsibility under this Scope of Work? In the event not all current providers furnish their payor mix data, will S-SV waive the payor mix analysis, or will it require the contractor to devise an alternate methodology?	S-SV EMS maintains this data for the AMR EOA area (Zone 1), and this data is available for calendar years 2021 – 2024. South Placer Fire Protection District and Foresthill Fire Protection District have agreed to provide payor mix data for the purpose of this EMS system assessment.