



City of Niagara Falls, New York

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RFP 2018-23

Emergency Ambulance Service

Addendum I

The City has received some inquiries for clarifications relative to the RFP specifications. As such, we offer the following responses for clarification purposes:

1. The costs of what specific services do you seek to offset by means of the franchise fee?

RESPONSE: The franchise fee is intended to both serve as consideration for the assignment by the City of sole provider service status for the provision of emergency ambulance services in the City of Niagara Falls and also to offset part of the costs for dispatching and first responder services relative to calls where medical assistance is rendered.

2. What are the costs of those services?

RESPONSE: The City does not maintain an itemized cost for these services, rather, dispatching and first responder service is a significant part of an approximately \$16,000,000 fire department budget.

3. Medical Priority Dispatch System (“MPDS”) / Emergency Medical Dispatch (“EMD”)

i. Who will undertake MPDS caller interrogation / call screening, Niagara Falls Fire Dept. or AMR personnel?

RESPONSE: The City of Niagara Falls fire dispatch will continue to undertake the MPDS caller interrogation / call screening as it currently does.

ii. The RFP says that the EMS system shall utilize MPDS for dispatch services but refers to Priority 1, 2, 3, and 4 calls and then enumerates response time requirements based on those priorities. The MPDS does not make use of such priorities. MPDS utilizes call determinants to prioritize / triage calls into 6 categories: Alpha, Bravo, Charlie, Delta, Echo, and Omega. Based on those determinants and priorities, EMS responses are then divided into two modes, Hot and Cold. For example, if a 9-1-1 caller reports feeling ill and complains of nausea, the appropriate MPDS determinant would be 26-A-6, a non-emergent priority. The ambulance would consequently be dispatched on a Cold response. How do Priorities 1-4 relate to the MPDS responses?

RESPONSE: It is anticipated that response times and the types of responses will be discussed, negotiated and determined once the vendor submissions have been reviewed and prior to a contract being entered into. The listed systems and priority call times were intended as a guide to services as to the City's expectations of the level of service.

4. What "community education" will we be expected to provide?

RESPONSE: it is anticipated that the successful vendor will work with the City to educate citizens regarding emergency ambulance services. This can be accomplished through a number of methods, and the City looks forward to working with the successful vendor to establish a meaningful, effective community education program.

5. An ambulance provider can only provide mutual aid to another ambulance provider. To whom will we be expected to provide mutual aid?

RESPONSE: It is anticipated that during time of urgent need, a bordering community may request mutual aid ambulance service. This will be determined by availability at the time. This was included in the RFP to advise potential vendors of this possibility.

6. What stand-by special events coverage will we be expected to provide?

RESPONSE: From time to time, the City of Niagara Falls may conduct City-sponsored events (as opposed to private events) that might require an ambulance stand-by. It is unknown at this time how many, if any, events this will encompass, but it does occur occasionally.

7. The RFP makes several references to the “Niagara Falls Ambulance Ordinance.” We have been unable to locate that ordinance. Please provide us with a copy of the ordinance.

RESPONSE: We are enclosing a copy of the Ambulance Ordinance with this response per your request.

8. How will we be expected to provide the information required by RFP Section 9, Paragraph F?

RESPONSE: The City has not yet settled on a process by which this information may be provided but anticipates working with the successful vendor to establish a procedure for this requirement.

9. The RFP refers to the American Recovery and Reinvestment Act. How does the Act apply to ambulance service and this ambulance service contract?

RESPONSE: We have set forth the relevant section is from the American Recovery and Reinvestment act below:

The stimulus act also incorporates other rule changes that privacy advocates and some lawmakers had been seeking for years. For example, it allows patients to request an “audit trail” showing all electronic disclosures of their health information and mandates that they be notified about any unauthorized disclosure or use. It extends protections to personally controlled electronic health data (such as those stored by Google Health, Microsoft HealthVault, and other online data repositories), as well as to companies that do work on behalf of health care providers, health plans, and health care clearinghouses (the entities covered under HIPAA). When individually identifiable health information is transmitted or physically transported, such as on a laptop computer, outside a health care entity, it must be encrypted or otherwise rendered indecipherable to unauthorized individuals. The act also includes

limits on the sale of an individual patient's health information or its unauthorized use in marketing or fund-raising, increases penalties for violations, and strengthens enforcement and oversight.

10. The RFP refers to the Joint Commission of the Accreditation of Healthcare Organizations (JCAHO) standards. JCAHO accredits Hospitals, Home Care Agencies, Laborites, and the like. It does not accredit ambulance services. How does JCAHO relate to this RFP and this ambulance service contract?

RESPONSE: Section 8 states that the contractor shall maintain, store and dispose of all bio-medical equipment and by-products in accordance with the Joint Commission of the Accreditation of Healthcare Organization (JCAHO) standards. The City is not asking for vendors to be accredited under this organization, rather that the successful vendor meet or exceed said standards for disposing of all bio-medical equipment. The City will consider alternate equivalent standards in lieu of the JCAHO standards.

All other terms, conditions and specifications remain the same. Please sign where indicated below and attach this addendum to the proposal you submit.

(Authorized Signature)

(Company)