# CLARIFICATIONS –RFP #7133

**Ambulance Services**

**Vendor Question:** RFP Introduction – May our response to the RFP questions be submitted in a Word document format, identifying each Excel Tab, Section and Item #?

***UCLA HEALTH RESPONSE:*** *MS-Excel is the preferred format to facilitate the evaluation team’s comparison efforts.*

**Vendor Question:** RFP Introduction – If responses may not be submitted in a Word but must be in the Excel spread sheet, may we add columns for narrative responses? The current spread sheet has some “scoring” columns that appear to be for UCLA use, but no clear way for vendors to respond.

***UCLA HEALTH RESPONSE:*** *Bidders should follow the instructions listed at the top of each Tab in the MS-Excel Requirements documents. Generally, bidders should mark whether their offering meets or does not meet the stated requirements. Narrative responses should be placed in the “Comments” column. The evaluation team prefers brief, to-the-point responses that should fit in the comments column. If the narrative is lengthy, the bidder may include other information in a separate document (MS-Word preferred) and then refer to that document in the comment cell.*

**Vendor Question:** RFP Introduction – Does UCLA require a copy of Certificates of Insurance at the time of the RFP submission?

***UCLA HEALTH RESPONSE:*** *These will be required if selected for contracting or should the bidder for any reason be added to the UCLA Health vendor list.*

**Vendor Question:** RFP Introduction – May vendors request that their audited financials be treated as confidential and proprietary information, and not available to the public?

***UCLA HEALTH RESPONSE:*** *Yes, please see page 10, Section J of the RFP Introduction for instructions regarding this.*

**Vendor Question:** RFP Introduction – Will UCLA provide approximately monthly or annual volumes that it would like its primary external ambulance vendor to perform, separating by Level of Service?

***UCLA HEALTH RESPONSE:*** *The best estimates we currently have are roughly 350 transports per month. The large majority of which (>95%) are BLS requests.*

**Vendor Question:** RFP Introduction – Does UCLA offer pre-determined performance standards for Acceptance and On-Time (within 15 minutes of agreed ETA) for the purposes of receiving consistent and comparable bid for comparison purposes?

***UCLA HEALTH RESPONSE:*** *UCLA health understands that the current staffing crisis in EMS has resulted in difficulty for EMS providers to offer consistently reliable ETA under pre-determined guidelines. We therefore are asking companies to provide their expected average response time for an ambulance response to the Ronald Reagan campus.*

**Vendor Question:** RFP Introduction – Does UCLA foresee any future wage requirements similar to their past “Living Wage” requirement that preceded the current minimum wage rules?

***UCLA HEALTH RESPONSE:*** *For any supplier workers working on site at UCLA, the UC Fair Wage of $15/hr does apply. For supplier workers performing only pick up / drop off services, the UC Fair Wage does not apply.*

**Vendor Question:** RFP Introduction – Is there any information about payor mix of transports to be performed by the ambulance service?

***UCLA HEALTH RESPONSE:*** *Please see the chart below for the payer mix for RRUCLA and SMUCLA.*



**Vendor Question:** RFP Introduction – We would like to confirm if this contract includes ambulance transport to or from LA County Harbor General or other UCLA affiliates in the South Bay are of Los Angeles?

***UCLA HEALTH RESPONSE:*** *All requested transports will be originating from, or destined to the Ronald Reagan or Santa Monica campuses only.*

**Vendor Question:** RFP Introduction – If multiple providers are selected how will UCLA determine who receives the request for service?

***UCLA HEALTH RESPONSE:*** *For the provider that receives the first call, requests will be rotated between all contracted providers. The transport will be offered to the first company within the rotation to offer the requested or contracted ETA. If no provider is able to meet the contracted ETA, the vendor with the best provided ETA will be selected.*

**Vendor Question:** Tab 3, Item 6.0 - Does UCLA consider temporary posting locations as “deployment locations,” or is this question asking ambulance stations or permanent locations?

***UCLA HEALTH RESPONSE:*** *We are asking for locations of permanent ambulance stations only (owned or leased properties). Do not include temporary posting locations.*

**Vendor Question:** Tab 4, Item 2.0 – What is the UCLA Health Care Coordination Discharge/Transfer System? Is UCLA interested in having its Coordination Discharge/Transfer System able to submit orders for ambulance service to the vendor?

***UCLA HEALTH RESPONSE:*** *UCLA Health currently utilizes AIDIN for a call referral system. Future changes to the referral system are possible, but not currently planned.*

**Vendor Question:** Tab 4, Item 4.0 – Does UCLA want a sample quality and metrics report, or is it looking for actual results for those vendors who have provided service to UCLA in the past?

***UCLA HEALTH RESPONSE:*** *Vendors are requested to provide sample reports that they have provided to organizations with similar profiles to UCLA Health in the past. This may include vendors that have previously performed services for UCLA Health.*

**Vendor Question:** Tab 4, Item 5.0 – In what format does UCLA wish to have access to electronic patient care reports after completion of the transport? Is transmission of a PDF report acceptable?

***UCLA HEALTH RESPONSE:*** *Yes. PDF, CSV, MS Excel, MS Word and other readily readable electronic formats acceptable.*

**Vendor Question:** Tab 5 – Why doesn’t the Pricing Template have mileage on it? May we add mileage?

***UCLA HEALTH RESPONSE:*** *Vendors may list separate mileage charges if you feel it contributes to the strength of your bid.*

**Vendor Question:** Tab 5 – We are assuming that transports originating in the City of Los Angeles will be paid at Medicare (if patient is Medicare), at Medi-Cal (if patient is Medi-Cal) and at LA City Rates if patient has other insurance. Is that a correct assumption?

***UCLA HEALTH RESPONSE:*** *UCLA Health paid rates will be set by the terms of the contract, and are not offered during the RFP.*