

RESPONSES TO CITY OF LA HABRA AMBULANCE RFP QUESTIONS

1. Are Type 3 Ambulances required?

Yes, the contractor shall be required to provide back-up services in the event both First and Second Tier Service are occupied or unable to respond to a call for service. As noted in RFP (Page 2), Third Tier Service is a requirement of a contract with the City of La Habra (City) and subject to approval by the City.

2. The City provided statistical data for the 2018 calendar year. Are stats for 2019 available?

Yes, we will provide them and post to the Ambulance Page once they are received from the Los Angeles County Fire Department

3. Section 1.B “Scope of Services” states...”to contract with the City to provide emergency transportation, medical billing, and medical collection services...” Can the City clarify if this contract includes providing billing services?

Yes, that City expects the selected contractor to provide billing services.

4. In regard to Section 1.B.B “Second Tier Service” and Section IV.C.7 “Exemptions to Response Time Requirements,” the question is who is responsible for maintenance of Tier 1 ambulances?

Tier 1 ambulances are owned and maintained by the City. The selected contractor will work collaboratively to ensure the ambulances are in working order, but the City will provide vehicle maintenance. The City will work with the selected contractor to schedule regular maintenance to ensure no delay in response. The City does own a back-up ambulance to accommodate those times when a Tier 1 ambulance is unavailable due to maintenance. In the event there are no Tier 1 ambulances, the selected contractor will provide Tier 2 service at no additional cost.

5. Is the RFP submittal date February 6th or 14th, 2020?
Thank you for pointing out this inconsistency in the RFP. **For sake of clarity, all RFPs are due by 4:30 p.m. on Friday, February 14th, 2020.**
6. The question is “Is the selected contractor required to provide 800 mHZ radios in backups?” Yes. A follow-up question is “Do the radios need to be dual-band?” The answer is yes.
7. The questions was “Who is responsible for dispatch of Tier 1 Service?” 9-1-1 calls are routed to La Habra Police Department, which are then transferred to Los Angeles County Fire Department dispatch.
8. What is the Price Worksheet? The worksheet is the RFP respondent’s estimate of cost associated with the proposal. Although cost is not the only determining factor in selection of a contractor, it will help the City evaluate the proposal.
9. On Page 46 Item 7.c “Primary Personnel” the RFP is unclear if the City expects to have the selected Contractor dedicate personnel solely to a contract with the City. To clarify, the City does not expect the selected contractor to have staff dedicated solely to a contract with the City in order to be considered.
10. Thank you for pointing out this inconsistency in the RFP. The question was “Where are pages 29-32 in the RFP?” and “Why are two pages numbered page 38 and page 39?” This is an error in page numbering. No information is missing from the RFP.