



ADDENDUM # 4

September 15, 2017

Address all questions to:

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RFP NO: 4000005894
TITLE: Emergency Ambulance Services
CLOSING DATE: November 6, 2017 / NOT LATER THAN 4:00 p.m.

This Addendum is issued to the above referenced to RFP make the following changes, additions, deletions, and/or clarifications:

1. Clarification: General

Question:

Can the County provide a report of the current workforce demographics?

Answer:

The requested records are exempt from disclosure under ORS 192.501(2).

2. Delete and Add: Section 2.8.6., Performance Security Bond, Page 56.

Delete:

The Contractor shall furnish performance security in an amount equal to six months of operating expenses based on the Contractor's proposed projected budget. Performance security may be furnished in either a bond or irrevocable letter credit.

Add:

The Contractor shall furnish performance security in an amount equal to 4 Million dollars (\$4,000,000 USD). Performance security may be furnished in either a bond or irrevocable letter credit.

3. Delete and Add: Section 3.2.5.5.1., Minimum Requirements—Deployment Planning, Page 108.

Delete:

Deployment plans should optimize deployment but not exceed the maximum allowable system Transport Unit Hour Utilization (UHU). Unit Hour Utilization (UHU) is a key factor of production that can have an effect on crew readiness, and safety of

operations. For purposes of this contract UHU is the number of transports an ambulance has in any given shift divided by the number of hours of that shift. A UHU of 0.40 for all shift durations less than 24 hours in duration shall be considered the norm. In the event that a UHU for a normally scheduled unit/shift consistently exceeds 0.40 for two (2) consecutive months, the provider will deliver in writing to the Contract Administrator a plan to bring the UHU back within the norm limit. Continued or chronic violation of the UHU norm shall be treated as contract non-compliance and may result in additional requirements made by the County to address the deficiency.

Add:

A proposer's deployment plan should optimize deployment efficiency, but not exceed the maximum annual allowable system Transport Unit Hour Utilization (UHU) of 0.40. In addition, each proposer is expected to explain the methods it will use for monthly monitoring UHU for all crews deployed on normally scheduled shifts of less than 24 hours. For purposes of this section, UHU is the number of transports an ambulance has in any given shift divided by the total number of hours of that shift actually worked (duration of shift from time clocked-in to time clocked-out). A UHU of 0.40 for all shift durations less than 24 hours in duration shall be considered the norm. In the event that a UHU for a normally scheduled shift exceeds 0.42 for two (2) consecutive months, the provider must submit a written plan to the Contract Administrator to modify deployment and/or staffing so that crew members are not at risk for overwork. Continued or chronic violation of the UHU norm shall be treated as contract non-compliance and may result in additional requirements made by the County to address UHU.

4. Clarification: Section 3.2.5.5.1., Minimum Requirements—Deployment Planning, Page 108.

Comment:

Currently UHU is measured system wide over the contract year. A per unit, per month requirement would require significantly more unit hours. Moreover, any gains achieved by priority dispatch would be eliminated by a UHU cap.

Response:

See also Item 3 above.

Unit Hour Utilization is an important measure of system capacity and field crew workload. High UHU is an indicator of a potentially excessive workload which can set the stage for impaired medic performance, poor patient outcomes, and compromised crew and community safety. Because this RFP emphasizes good patient outcomes and retention of a high-performing medic workforce, monitoring and management of medic workload is important. Ongoing workload monitoring is a tool the contractor is expected to use to achieve appropriate workloads.

In the current system, UHU is required to be reported system-wide annually. The contractor is expected to achieve a UHU of no more than 0.40 system wide for the year. This allows for both extremely high and extremely low UHU both across crews and over time. Neither of these extremes support medic readiness, good performance or retention.

c: D. Knott, A. Monnig
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