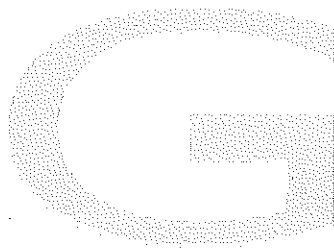
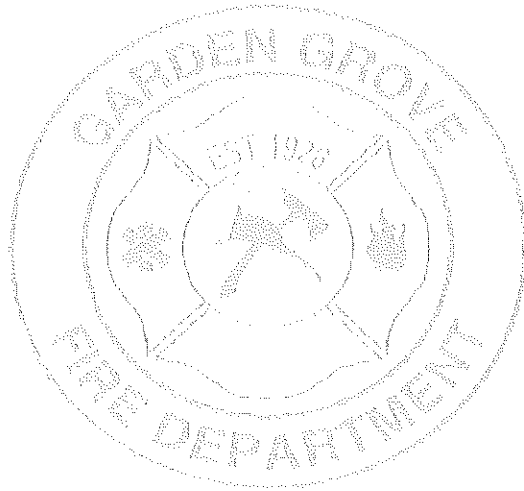


CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: *Amaricure*

Rater Number: |

SCORING GUIDELINES

Only those proposals consistent with, and meeting minimum requirements of this RFP and submission form, will be considered.

Additionally, comments will be solicited from any individual, organization, governmental agency, hospital or consumer group who has information or experience with the Proposer's services.

The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

The City of Garden Grove Finance Department will review audited financial records. A City of Garden Grove Vehicle Maintenance representative and Fire Department Officer will conduct an audit of vehicle specifications, maintenance and scheduling procedures. The Fire Department Deputy Chief of the Operations Division will review the proposed operational deployment systems. These divisions will rate the submissions according to the rating criteria and will provide a summary of the individual rating to the Panel for review.

This system is not a precise science and it is recognized that subject interpretation of the relationship between the contents of each proposal and the evaluation criteria is inevitably involved.

NARRATIVE SECTION

1. EXPERIENCE

- Meets minimum experience requirement \approx 1. five year contract City of Santa Monica
- Has never failed to fulfill a contract for emergency amb service
- Has operated in Orange, LA, Riverside, and San Diego Counties
- 20 yrs in business
- CAAHS accreditation

2. OPERATIONAL SYSTEMS

- Will provide direct phone + cad \leftrightarrow cad \approx radio if needed
- Proposing 5 dedicated ambulances ^{24/7} out of 3 stations - 2 reserve amb.
- 24 hour field supervisor in G.G.

3. PATIENT BILLING SYSTEMS

- Will forgo 7% administrative fee in exchange for pt data, done automatically \approx eRFR
- 10% discount for residents or pts. responsibility of BL's base rate + mileage
- 20% for seniors
- 25% quick pay discount within 45 days
- Hardship Discounts / Fee Waivers
- In house billing

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

- 5 Ford E-450 Type III EVGs - 4 mos to obtain
- Preventative maintenance performed @ 85% of manufacturer's mileage recommendation
- In house repairs located in Carson
- Avg maint turnaround time 24 hrs
- Comp fleet maint software
- Replace @ 125,000 miles or 5 years of contract

5. PERSONNEL TRAINING AND RECORDS

- EOE policy
- own CE provider
- Opts 120 hours of new employee training
- EMTs on 3 month training period before eligible to work 911 responses
- Customer service training
- Training sessions once per quarter
- Daily shift training required
- MCI training
- DMV full Program - Drivers training course
- In house med director
- OI

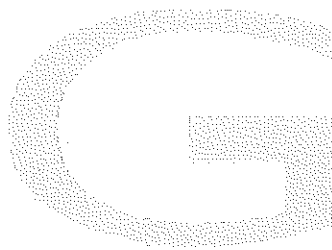
6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

- 90 days 2 existing personnel + equipment while procurement takes place
- 5 24/7 dedicated + 3 reserve out of 3 stations, 2 stations currently exist
- limited redundancy

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: *Care Ambulance*

Rater Number: |

SCORING GUIDELINES

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- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

The City of Garden Grove Finance Department will review audited financial records. A City of Garden Grove Vehicle Maintenance representative and Fire Department Officer will conduct an audit of vehicle specifications, maintenance and scheduling procedures. The Fire Department Deputy Chief of the Operations Division will review the proposed operational deployment systems. These divisions will rate the submissions according to the rating criteria and will provide a summary of the individual rating to the Panel for review.

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NARRATIVE SECTION

1. EXPERIENCE

- Meets and exceeds minimum experience requirement - 47 yrs in business
- Currently 12 yrs in C.O.
- 138 yrs combined experience of primary provider 911 service
- Has many contracts equal to or above which is being requested by C.O.
- Has never failed to fulfill a contract - Operates in Orange, LA, + Riverside
- CAAS accreditation - Provides service to the majority of OC

2. OPERATIONAL SYSTEMS

- Meets minimum plus for dispatch + delivery - 4 dedicated, 1 non-ded peak amb
- AVL and automated mapping - CAD ↔ CAM = MetroNet - 24 hour Ops Manager
- Thorough analysis for deployment, non-ded unit for peak, will back fill dedicated resources
- 50 additional nearby ambulances - software monitors performance in real time

3. PATIENT BILLING SYSTEMS

- In house billing and collections
- Zoll RescuNet Billing system, integrates = dispatch and ePCR - Accurate billing info is automatically captured
- * - Will waive 7% administrative fee for C.O. to provide dispatching services

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

- In house maintenance facility
- Ford E350 Type III - In stock
- Maintains a fleet of 292 amb
- Any amb \geq defects make or cosmetic insured removed from service
- Preventative maint schedule
- Thorough maint schedule
- CGI plan - Electronically tracked

5. PERSONNEL TRAINING AND RECORDS

- EEO program
- 120 hour orientation and training for new employees
- Ongoing customer service + annual mandatory training
- Tailboard training
- Training classroom
- Own CE provided
- First State real time QI
- MCI and ICS training
- Emergency Vehicle Driver Program - 56 hours min
- In house medical director

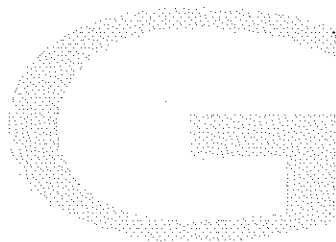
6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

- Start-up - Ambulances + A&S equipment ready prior to contract, 4th station ready in 4 weeks
- COB surrounded by Care's exclusive territory ensuring mutual aid and fast emergency response - 150 amb in OC
- Immediate deploy necessary amb when needed
- MetroNet dispatch vs billing services = equitable exchange - No 7% fee
- * - Only carrying higher own drug box pg 219
- * - Alternative - 3 dedicated amb + part-time Paramedic Coord - RN

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: AmeriCare

Rater Number: 2

SCORING GUIDELINES

Only those proposals consistent with, and meeting minimum requirements of this RFP and submission form, will be considered.

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The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 – 100 |
| ii. Operational Systems | 0 – 100 |
| iii. Patient Billing Systems | 0 – 100 |
| iv. Vehicle Maintenance and Records | 0 – 50 |
| v. Personnel Training and Records | 0 – 100 |
| vi. Patient Care/Transport System Design | 0 – 100 |
| vii. Financial Analysis | Not Acceptable– Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

The City of Garden Grove Finance Department will review audited financial records. A City of Garden Grove Vehicle Maintenance representative and Fire Department Officer will conduct an audit of vehicle specifications, maintenance and scheduling procedures. The Fire Department Deputy Chief of the Operations Division will review the proposed operational deployment systems. These divisions will rate the submissions according to the rating criteria and will provide a summary of the individual rating to the Panel for review.

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator
Project Mgr.

Sandra Segawa
Paul Whittaker

RATER'S NUMBER:

NAME OF PROPOSER:

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	65
2. Operational Systems	0-100	50
3. Patient Billing Systems	0-100	90
4. Vehicle Maintenance and Records	0-50	35
5. Personnel Training and Records	0-100	90
6. Patient Care/Transport System Design	0-100	65
7. Financial Systems	Not Acceptable- Outstanding	0
Overall Score (550 points possible)	-----	

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 395, which is consistent with the rating criteria.

Rater: *J. T. Spang* 3/1/17
Signature/Date

NARRATIVE SECTION

1. EXPERIENCE

- 20 years of service.
- City of Santa Monica – 2011 thru present
- OCFA- EOA #24 – City of Villa Park – March 1, 2010 thru March 1, 2015
- City of Santa Monica – 14,000 calls per year.
- EOA #24 – 325 calls per year.
- CAAS accreditation
- 20 management employees with an average of 1.5 years
- 165 line personnel with an average of 2.1 years.

2. OPERATIONAL SYSTEMS

- Offering 3 ambulance stations and 5 dedicated ambulances and two reserve ambulances.
 - o Lacks redundancy for high call volume times. How many ambulances in the area can be used??
- No provision to return fire crews from the hospital.
- There will be an approximate 90 day start-up and 120 days for the new vehicles.

3. PATIENT BILLING SYSTEMS

- Patient billing seem appropriate and they offer some billing discounts for residents, seniors, etc.

4. VEHICLE MAINTENANCE AND RECORDS

- Vehicle maintenance seem appropriate and they provide maintenance at 85% of the manufactures mileage recommendation.

NARRATIVE SECTION CONTINUED

5. PERSONNEL TRAINING AND RECORD

- New Hire orientation includes 120 hours of emergency transportation training.
- Their training program appears adequate.

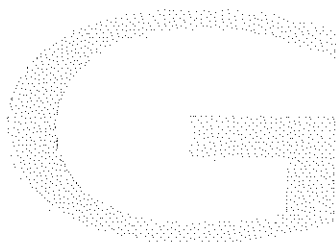
6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

- They will have to start a recruitment process if awarded the contract.
- They have three designated ambulance station in the City of Garden Grove.
- They will purchase the necessary communication equipment once awarded the contract.

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: CARE

Rater Number: 2

SCORING GUIDELINES

Only those proposals consistent with, and meeting minimum requirements of this RFP and submission form, will be considered.

Additionally, comments will be solicited from any individual, organization, governmental agency, hospital or consumer group who has information or experience with the Proposer's services.

The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator
Project Mgr.

Sandra Segawa
Paul Whittaker

RATER'S NUMBER:

NAME OF PROPOSER:

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	97
2. Operational Systems	0-100	98
3. Patient Billing Systems	0-100	98
4. Vehicle Maintenance and Records	0-50	48
5. Personnel Training and Records	0-100	97
6. Patient Care/Transport System Design	0-100	97
7. Financial Systems	Not Acceptable- Outstanding	0
Overall Score (550 points possible)	-----	

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 535, which is consistent with the rating criteria.

Rater: *[Signature]* 3/1/17
Signature/Date

NARRATIVE SECTION

1. EXPERIENCE

- 47 Years of experience and 12 years with the City of Garden Grove.
- CAAS Accredited.
- Has current contracts with several cities within orange county including County of Orange EOA – B,C,D and E.
- Has current contract with Los Angeles –EOA-6.
 - o See pages 43-46 for contracting agencies.
- 50 Management employees with an average of 13.1 years of experience.
- 977 line personnel with an average of 2.7 years of experience.
- Handles over 250,000 calls annually.

2. OPERATIONAL SYSTEMS

- Four dedicated ambulances and one non-dedicated ambulance for peak times of 11:00 to 21:00 seven days a week
 - o Option to provide three dedicated ambulances and one peak time ambulance and they will also help fund a part-time PM coordinator.
- Has provision for Metro Net to dispatch the 4 dedicated ambulances
- They are currently meeting the response time standards set forth by the GGFD
- Care monitors peak call times and moves ambulances to cover as necessary.
- Care operates 150 ambulances and they have 50 reserve ambulances that can be pressed into service as needed.
- They have 4 new ambulances in stock ready to be deployed in the city.
- The fourth ambulance station will be ready 4 weeks after the city contract approval.
- 24/7 On-Duty Field Supervisor.

3. PATIENT BILLING SYSTEMS

- Care currently provides billing for the fire department as stated in the RFP. No issues.
- Billing system appears adequate and they have the resources in-house to complete the billing process.

4. VEHICLE MAINTENANCE AND RECORDS

- CARE has a vehicle maintenance center in the City of Orange.
- Their maintenance schedule appears to be adequate per manufacturer's recommendation.
- They have access to 50 reserve ambulances if needed.
- CARE exceeds CAAS and manufacturer maintenance standards.

NARRATIVE SECTION CONTINUED

5. PERSONNEL TRAINING AND RECORDS

- All new employees receive 120 hours of training.
 - o This includes 4 hours of skills verification.
- CARE demonstrated that they have a training program that covers all aspect of emergency transportation.
-

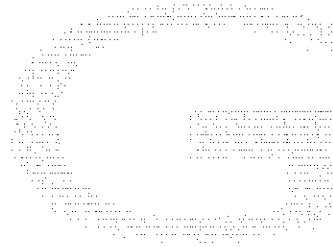
6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

- Four dedicated ambulances and stations within the City of Garden Grove.
- The crews are selected in-part with the help of fire department members and can be assigned to a 56 hour work week to coincide with the fire department work schedule.
- CARE offers drive back for the fire personnel who transport patients to the hospital.

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: *AMERICARE*

Rater Number: *3*

SCORING GUIDELINES

Only those proposals consistent with, and meeting minimum requirements of this RFP and submission form, will be considered.

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- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator Sandra Segawa
Project Mgr. Paul Whittaker

RATER'S NUMBER: 3

NAME OF PROPOSER: AMERICARE

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	70
2. Operational Systems	0-100	58
3. Patient Billing Systems	0-100	88
4. Vehicle Maintenance and Records	0-50	40
5. Personnel Training and Records	0-100	88
6. Patient Care/Transport System Design	0-100	75
7. Financial Systems	Not Acceptable- Outstanding	0
Overall Score (550 points possible)	-----	419

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 419, which is consistent with the rating criteria.

Rater: 
Signature/Date

NARRATIVE SECTION

AMERICARE

1. EXPERIENCE

- 30 yrs exp - emergency amb. serv. + billing service (Qualified)
- 5 yrs exp - amb & billing for Santa Monica, comp. to CCG
↳ call volume = 14,000 annual (92,000 pop. 8.4 sq mi)
- OCEA - City of Villa Park (2 sq. mi, 5,200 pop)
↳ 5 yrs 2010-2015 - call volume 130,000
- National Accreditation (AAS) • completion, Downey - also provided amb. service.
- \$500K open line of credit
- Letter of commitment to finance 7 new ambulances to serve City.

2. OPERATIONAL SYSTEMS

- 7 new Ford E-450 Type 3 amb. will be upfitted for service in CCG
 - Equip. w/ Stryker Power Pro stretchers, ALS cardiac monitors
 - Field Supervisor support vehicle equipped w/ supplies to restock stationed @ office 11458 Knott
- 5 dedicated front-line amb. on duty 24/7 for life of cont.
- Dispatch System - Knott Ave Station, Carson Station - back up.
- Upon Contract award - will est. dedicated telephone line to Metro net.
- CAD to CAD Interface w/ Metro net

* Creation of Contingency plan

3. PATIENT BILLING SYSTEMS

Invoice line items (based on rates approved by BOS CCG City Council)

- BLS Base Rate 904.61
- ALS Base Rate 1291.96
- Mileage 16.87
- Oxygen 82.74
- Standby 40.83
- Expendable Med. Supplies 32.64

- All proposes an alt med. supplies reimb. methodology reducing advance payments to City + reducing payment periods
- Sep. Invoicing for Non-Resident EMS first responder fees, includes all admin + 100% remittance of all fees
- In-kind Service Mechanism for non-resident billing
- Proposed discounts for residents ~ (10%)
- Proposed " " seniors (20%)
- Proposed self-quick pay discount (25%)
- proposed low income/fin. hardship discount (50%)
- poverty disch. (100%)

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

- VME - Carson - complete repairs in house
- Elec. syst Repair - Santa Fe Springs
- 5 New Ford E-450 Type III Road Rescue Helm Model + 2 new reserves
- 5 Existing 2014 " " " " existing franchise + 2 reserves
- 2B mt to Carson

5. PERSONNEL TRAINING AND RECORDS

- Equal Opp emp policy/workforce diversity plan (Complies w/all fed, state, local laws rules & reg)
- New existing Emp. training pgr - 12 modular online training 80% comp.

	Management	Line personnel
	20	165
Avg time in prog.	12 yrs 3 mos	2 yrs 1 mo
Avg time w/proposed	10 yrs 2 mos	1 yr

6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

Key elements

- Assigned vehicles
- Assigned front-line Personnel
- " Facilities
- " Major med. equip
- " Comm. Center equip
- " Supervisory personnel
- " Vehicles
- " Personnel training

• limited redundancy

Phase 1 deployment Plan

" 2 " "

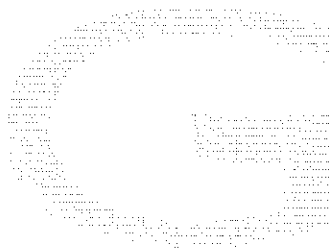
Phase 2 deployment transition Plan

Start-up. Timelines

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: CARE

Rater Number: 3

SCORING GUIDELINES

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The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator Sandra Segawa
Project Mgr. Paul Whittaker

RATER'S NUMBER: 3

NAME OF PROPOSER: CARE

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	97
2. Operational Systems	0-100	96
3. Patient Billing Systems	0-100	92
4. Vehicle Maintenance and Records	0-50	47
5. Personnel Training and Records	0-100	96
6. Patient Care/Transport System Design	0-100	95
7. Financial Systems	Not Acceptable- Outstanding	0
Overall Score (550 points possible)	-----	523

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 523, which is consistent with the rating criteria.

Rater: *Maria Lopez*
Signature/Date

NARRATIVE SECTION

CARE

1. EXPERIENCE

- CARE (65 yrs) combined exp. providing emerg. amb. service within resp. area Comp. to C.G. • Extensive 9-1-1 Exp. 250,000 annual responses
- C.G. • 12 yrs ^{direct exp.} proven partner, response time compliance rat., 100% comp. w/ all resp. time reqmts. ^{exceeds}
- Anaheim 18 yrs
- Costa Mesa 8 yrs
- Fullerton 13 yrs.
- County of LA 10 yrs
- " of Orange 1 yr.

- Largest provider of ambulance services in OC & LA, nationally accredited (CAAS)
- State of the Art Equip & fleet (→ see back)

2. OPERATIONAL SYSTEMS

- Never failed to fulfill cont. obligation
- Will dedicate 4 ^{new} amb. to City + 1 non-ded. "Frank unit" during peak hrs.
- Proposed a new amb. station in City.
- Depth of resources (150 units) - provides surge protection
- Offers alt. 3 amb. plus funding for one P/T FF Paramedic coord posit
- Opt. for amb. to be dispatched by Metronet.
- ALS on all amb.
- On duty 24/7 Field Supervisor
- Parallel work sched.
- All proposed systems + equip up + running before cont. start.

3. PATIENT BILLING SYSTEMS

- State of the art billing + claims mgmt process (Zoll Rescue net Billing Syst)
- all billing & collection activities are conducted in-house by CARE Amb. Emp.
- maximize payments in customer-friendly manner.
- Billing & data information process begins w/ call for service
Info recorded in Responder PAD system
- x Fully integrated systems CAD + ePCR
- Private pay - liberal installment plan policy
- Compassionate care / hard ship allowances
- Billing quality assurance / ongoing training / seminars
Best practice compliance
- First watch Billing Monitoring Enhancement.

Offers flexibility for operational adjustments

(Cont. see back)

1. Exp (Cont)

- 24/7 on duty field supervision
- Exp. @ Staffing large systems
- never exp. labor dispute
- proven history customer service

2. Operational Syst.

- State of art info systems
- Zoll Rescue net dispatch / reporting
- AVL
- My premier GPS - every amb reports location every 5 sec. - CAD suggests closest amb to scene 5 sec updates

* State of the art CAD & technology

Proprietary GIS software, ESRI, ARC GIS

First watch Real time perf. monitoring

(In house computer programmers)

- Metronet option

- Has in place independent redundant communication system

- 100% Compliant w/ all aspects of current contract

* Proven Strategies for meeting demand (data analysis, effective & efficient deployment plans, proven response performance)

* sophisticated Staffing Strategies + workload monitoring

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

- Maintenance will meet or exceed all mfg. recommendations
- Est. relationships w/ Vehicle & equip vendors
- In-house maint. Facit. Orange Elec. Maint. - Orange
- Stringent Prevent. Maint. Sched & Daily insp. process
- 4 new Ford E350 Type III amb. (Equip is already avail & equipped in CARE Inv.)
- 292 full fleet any of remaining 288 units may be used as reserve
- Pre-Shift Sched. A, B, C, D Inspections
 (Monthly (5,000mi))
- E-Pro software provides assistance in coord & sched. of prev. maint.
 (Comp Fleet mgmt toolset)

5. PERSONNEL TRAINING AND RECORDS

- Equal Emp. Opp & Affirm. Action Plan
- New emp. new emp. & on-the-job training
- Clearly delineated expectations Comm. policies & procedures
- Strict screenings & emp. stds.
- Emp. Handbooks, Policies & Procedures manual written & hand signed for a copy
- Map reading - heavy investment in digital mapping tool
 Garmin is vehicle routing syst & road up skills re Thomas Ave.
- MCI/Starbuck training
- Comp. Driver training prog - video Dash Cam
- Care Virtual Mgr. Interactive Quality Imp. Monitoring Syst.

Personnel Info		
#	Moymt	Line
	50	973
Avg Time in prog	13.1	2.7
Avg Time of prog	11.3	2.4

6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

- Prepared to continue seamless service (no learning curve w/ transition)
- All Communication & other infrastructure in place
- * Highly exp. mgmt. team
- 4 New amb. purchased & in stock
- 4th Amb. station retrofitted & operational w/in 4 wks
- Proven & quality service & reliability
- * => Proposed system options:
 - 1 P/T FF Paramedic coord. position, Metro net dispatch option
 in lieu of 1 new amb.
 - (May capitalize on synergies the Dept. seeks by providing City greater cont. over amb. resources
- Service Territory surrounds CIGs ensuring mutual aid & fast resp in mass casualty or disaster event

CARES

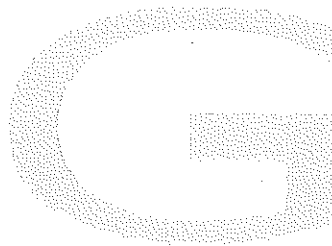


- Support for GG Fire Responder program.
- Ability to join group purchasing agreement to obtain best pricing on medical supplies.
- New EMS vision comp. collection & review of data for enhanced patient centered treatment & outcomes.

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: *Americoal*

Rater Number: *4*

SCORING GUIDELINES

Only those proposals consistent with, and meeting minimum requirements of this RFP and submission form, will be considered.

Additionally, comments will be solicited from any individual, organization, governmental agency, hospital or consumer group who has information or experience with the Proposer's services.

The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

The City of Garden Grove Finance Department will review audited financial records. A City of Garden Grove Vehicle Maintenance representative and Fire Department Officer will conduct an audit of vehicle specifications, maintenance and scheduling procedures. The Fire Department Deputy Chief of the Operations Division will review the proposed operational deployment systems. These divisions will rate the submissions according to the rating criteria and will provide a summary of the individual rating to the Panel for review.

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator Sandra Segawa
Project Mgr. Paul Whittaker

RATER'S NUMBER: 4

NAME OF PROPOSER: AMERICARE

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	50
2. Operational Systems	0-100	45
3. Patient Billing Systems	0-100	90
4. Vehicle Maintenance and Records	0-50	35
5. Personnel Training and Records	0-100	90
6. Patient Care/Transport System Design	0-100	70
7. Financial Systems	Not Acceptable- Outstanding	0
Overall Score (550 points possible)	-----	380

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 380, which is consistent with the rating criteria.

Rater: *LT Will E. Alton*, G6PD.
Signature/Date

NARRATIVE SECTION

1. EXPERIENCE

GOOD EXPERIENCE -
NEED MORE COMPARIBLE TO CITY NUMBER
OF CALLS TO CC, TO REACH V. GOOD.
ONLY SANTA MONICA AS SERVICE - COMPARED SIZE
CALLS FOR SERVICE?

2. OPERATIONAL SYSTEMS

ADDITIONAL AMBULANCE FOR FIVE COVERAGE
LOCATION CENTRAL CONCERNING TO SOUTH
SECONDARY EFW
SUPERVISORS & MANAGER BACKUP - MED FLAG
C.I.M. - WOULD HAVE TO CALL OUTSOURCED SERVICES

3. PATIENT BILLING SYSTEMS

EMPHASIS ON RESIDENT, SENIOR, DISCOUNTS
SEEN AS CUSTOMER APPEAL -

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

CERTIFIED REPAIRS - MANAGEABLE
OWNER "WRENCHES"

VMF - 12570 BROOKHURST TO CARSON OVER 20 MILES
TRAFFIC - HOURS OF TURN AROUND
REPAIRING 125,000

5. PERSONNEL TRAINING AND RECORDS

EMPLOY MONITORING SYSTEMS AND TRACKING - SHOW
TRANSPARENCY AND DEVELOPMENT

6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

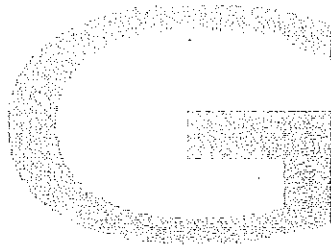
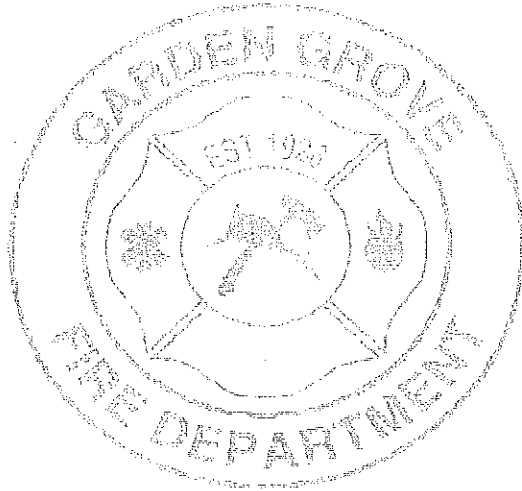
REDUNDANCY? NO STATE

(15) IFF IN OC

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



GARDEN GROVE

Name of Proposer: CARE AMBULANCE

Rater Number: 4

SCORING GUIDELINES

Only those proposals consistent with, and meeting minimum requirements of this RFP and submission form, will be considered.

Additionally, comments will be solicited from any individual, organization, governmental agency, hospital or consumer group who has information or experience with the Proposer's services.

The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

The City of Garden Grove Finance Department will review audited financial records. A City of Garden Grove Vehicle Maintenance representative and Fire Department Officer will conduct an audit of vehicle specifications, maintenance and scheduling procedures. The Fire Department Deputy Chief of the Operations Division will review the proposed operational deployment systems. These divisions will rate the submissions according to the rating criteria and will provide a summary of the individual rating to the Panel for review.

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator
Project Mgr.

Sandra Segawa
Paul Whittaker

RATER'S NUMBER: 4

NAME OF PROPOSER: CARE AMBULANCE

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	90
2. Operational Systems	0-100	85
3. Patient Billing Systems	0-100	85
4. Vehicle Maintenance and Records	0-50	40
5. Personnel Training and Records	0-100	95
6. Patient Care/Transport System Design	0-100	95
7. Financial Systems	Not Acceptable- Outstanding	0
Overall Score (550 points possible)	-----	490

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 490, which is consistent with the rating criteria.

Rater: LT Wainwright, CGPO
Signature/Date

NARRATIVE SECTION

1. EXPERIENCE

LONG TERM EXPERIENCE, INTERNATIONAL,
12 CURRENT YEARS

2. OPERATIONAL SYSTEMS

AGREE TO 4 UNITS IN CITY
146 AOOT IN OC PLUS 150 IN L.A
PLUS 12 AOOT COMPANY BACKUP NEVER USED
THIS ALLOWING C3-97.0 + C2-97.4
4-24/9 + 1 PK INSTEAD CURRENT 3 + 1 PK

3. PATIENT BILLING SYSTEMS

STATUS BILLING - SERVICE FEE WAIVED
BILLING AMOUNTS VERIFIED

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

ORANGE VMF 6 MILES - MAINTENANCE RETURNS
7 UNITS W/2 RESERVES

5. PERSONNEL TRAINING AND RECORDS

PART TIME MONITORING FIRST WATCH
BUDGETING TO CITY
EMPLOYEE MONITORING SYSTEMS -
DATA SYSTEMS

6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

RESPONSE - TRACK RECORDS
12 YEAR HISTORY
65 COUNTY W/COMPARABLE CITIES
HEAT CHARTS AND CALLS DEPTH ANALYSIS
W/ KNOWLEDGE

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



Name of Proposer: *AMERICARE*

Rater Number: *5*

SCORING GUIDELINES

Only those proposals consistent with, and meeting minimum requirements of this RFP and submission form, will be considered.

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The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

The City of Garden Grove Finance Department will review audited financial records. A City of Garden Grove Vehicle Maintenance representative and Fire Department Officer will conduct an audit of vehicle specifications, maintenance and scheduling procedures. The Fire Department Deputy Chief of the Operations Division will review the proposed operational deployment systems. These divisions will rate the submissions according to the rating criteria and will provide a summary of the individual rating to the Panel for review.

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator
Project Mgr.

Sandra Segawa
Paul Whittaker

RATER'S NUMBER: 5

NAME OF PROPOSER: AMERICARE

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	<u>160</u>
2. Operational Systems	0-100	<u>50</u>
3. Patient Billing Systems	0-100	<u>100</u>
4. Vehicle Maintenance and Records	0-50	<u>35</u>
5. Personnel Training and Records	0-100	<u>90</u>
6. Patient Care/Transport System Design	0-100	<u>75</u>
7. Financial Systems	Not Acceptable- Outstanding	<u>0</u> ACCEPTABLE PER GARDEN GROVE FINANCE
Overall Score (550 points possible)	-----	<u>410</u>

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 410 pts which is consistent with the rating criteria.

Rater: [Signature] 2/28/2017
Signature/Date

NARRATIVE SECTION

1. EXPERIENCE

- 20 YEARS EXPERIENCE FOUNDED IN GARDEN GROVE.
- 911 CALL EXPERIENCE WITH SANTA MONICA FIRE & VILLA PARK (OCFA).
- GOOD EXPERIENCE WITH BILLING, AND BILLING SYNERGIES
- EXPERIENCED STAFF
- MARKED DOWN IN EXPERIENCE ONLY BECAUSE OTHER PROPOSAL HAD MORE THAN TWICE THE AMOUNT OF EXPERIENCE.
- CAAS ACCREDITED.

2. OPERATIONAL SYSTEMS - HAVE 15 IFT AMBULANCES LICENSED IN ORANGE COUNTY.

AMERICARE OPERATES WITH TWO COMMUNICATION CENTERS, (OR THREE) ON CENTER 13 IN GARDEN GROVE, AND THE OTHER IN CARSON. I LIKE THIS REDUNDANCY IN CASE ONE CENTER WAS UNABLE TO OPERATE. I LIKE ESCONDIDO BEING ON SEPERATE POWER GRID.

AMERICARE STATED THEY WILL MEET ALL RESPONSE REQUIREMENTS OF THE RFP.

I BELIEVE PROPOSED STATION LOCATIONS WILL COVER ADEQUATELY.

I LIKED THEIR PROPOSAL TO INSTALL A DIRECT RINGDOWN TO OCFA DISPATCH TO IMPROVE COMMUNICATIONS WITH NEARBY JURISDICTIONS. AMERICARE USES MANAGERS TO STAFF UP AMBULANCES DURING PEAK TIMES.

3. PATIENT BILLING SYSTEMS

THE BILLING SYNERGIES WERE OUTSTANDING WITH THE PROPOSAL TO TRADE THE 9% ADMIN FEE FOR THE ELECTRONIC SHARING OF INFORMATION GATHERED BY FIRE DEPT. PERSONNEL.

I FELT AMERICARE HAD THE BEST PRICES TO OFFER THE CITIZENS OF GARDEN GROVE BY OFFERING 10, 20, 25, 50, & 100 PERCENT DISCOUNTS FOR VARIOUS QUALIFYING CIRCUMSTANCES.

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

I DO NOT LIKE THE 23 MILE DRIVE FROM CENTRAL GROVE TO THE CARSON MAINTENANCE FACILITY, A REPAIR NEEDED AT RUSH HOUR WILL BE AN HOUR UP AND AN HOUR BACK. THAT'S A LONG TIME TO LOSE A UNIT AT PEAK HOURS.

SHOP STANDARDS AND AVERAGE OUT OF SERVICE TIMES ARE EXCELLENT. TURNAROUND TIMES ARE GOOD.

THEY STATED THERE WAS A PLAN TO ADD ANOTHER REPAIR FACILITY IN GARDEN GROVE

5. PERSONNEL TRAINING AND RECORDS

GREAT DETAIL OF 120 HOUR NEW EMPLOYEE TRAINING. CONTINUING EDUCATION EACH SHIFT IS A GREAT BEST PRACTICE.

I REALLY LIKED AMERICARE'S COMMITMENT TO THE FEMA DEPLOYMENT TEAM.

I LIKE THE OPTION FOR THE FIRE DEPT. TO BE REPRESENTED IN THE HIRING PROCESS.

6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

AMERICARE'S START UP PLAN WAS AMBITIOUS WITH 60-90 DAY IMPLEMENTATION GOALS. I DO THINK THAT MANY COMPONENTS TO THE SYSTEM COULD BE OPERATIONAL IN 90 DAYS, BUT OTHER LARGE ITEMS LIKE VEHICLES, MAJOR EQUIPMENT, AND FACILITIES CAN TAKE MUCH LONGER TO PLACE IN SERVICE.

POSTING MAY BE NEEDED IN THE INTERIM UNTIL STATIONS COULD BE OPENED.

* OFFERING 5 DEDICATED AMBULANCES GOES ABOVE AND BEYOND THE REQUIREMENTS OF THE REF BUT STILL DOES NOT COMPETE WITH SURGE CAPACITY OF THE COMPETITOR BECAUSE OF NEIGHBORING CITY CONTRACTS. 5

CITY OF GARDEN GROVE

**EVALUATION FORM:
REQUEST FOR PROPOSAL
RFP NO. S-1206**

**Provide Ambulance Transportation and Billing
Services**



Name of Proposer: *CARE*

Rater Number: *5*

SCORING GUIDELINES

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The Review Panel will rate each proposal utilizing a ranking system to denote how each Proposer is graded with respect to each category of evaluation. The following evaluation criteria, with a maximum of 550 points, is what the Review Panel will use to assess and rate each proposal:

- | | |
|--|--|
| i. Experience | 0 - 100 |
| ii. Operational Systems | 0 - 100 |
| iii. Patient Billing Systems | 0 - 100 |
| iv. Vehicle Maintenance and Records | 0 - 50 |
| v. Personnel Training and Records | 0 - 100 |
| vi. Patient Care/Transport System Design | 0 - 100 |
| vii. Financial Analysis | Not Acceptable- Outstanding
(No Points for this category) |

Points within each criterion will be awarded based on the following table.

REVIEWER RATING CRITERIA					
Rating	Poor	Adequate	Good	Very Good	Excellent
Percentage of total points for criterion	0%	25%	50%	75%	100%

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**EVALUATION SUMMARY FORM
CITY OF GARDEN GROVE
SELECTION RATING SHEET**

Provide Ambulance Transportation and Billing Services

RFP No. S-1206

Contract Administrator Sandra Segawa
Project Mgr. Paul Whittaker

RATER'S NUMBER: 5


NAME OF PROPOSER: CARE

RATING SCALE

Use one form to compile the rating for each proposer. Rate the proposer on each criterion as they and their proposal relate to the work. NOTE: The attached narrative section must also be completed to support the evaluator's scoring for each proposal.

Criteria	Weight	Score
1. Experience	0-100	100
2. Operational Systems	0-100	75
3. Patient Billing Systems	0-100	90
4. Vehicle Maintenance and Records	0-50	45
5. Personnel Training and Records	0-100	100
6. Patient Care/Transport System Design	0-100	100
7. Financial Systems	Not Acceptable- Outstanding	0 ACCEPTABLE PER GARDEN GROVE FINANCE
Overall Score (550 points possible)	-----	510

I have rated the above Proposer's ability to perform the subject service according to the listed criteria and weights and calculated an overall score of 510 pts which is consistent with the rating criteria.

Rater:  2/28/2017
Signature/Date

NARRATIVE SECTION

1. EXPERIENCE

ONE OF CARE'S STRONGEST POINTS, 48 YEARS IN BUSINESS WITH TENURED MANAGEMENT STAFF, 12 YEARS SERVING GARDEN GROVE.

HAVE EXPERIENCE WITH SERVING 50+ CITIES, 911 CALLS, AS WELL AS NON-EMERGENT TRANSPORTS

2. OPERATIONAL SYSTEMS

NEVER HAD TO USE A MUTUAL AID AMBULANCE IN GARDEN GROVE IN 12 YEARS. THE DISPATCH CENTER LOCATED IN ORANGE, CA IS DESCRIBED AS STATE OF THE ART. SOME STANDOUTS ARE THE "LONG TRANSPORT TIME" ANALYTICS THAT AUTOMATICALLY NOTIFY SUPERVISORS OF ALL DETAILS SURROUNDING THE EXTENDED ETA, GPS MAPPING, WITH CAD LINK, ABILITY TO SPREAD WORKLOAD ACROSS THE FLEET.

A BIG SYNERGY IN THE OPERATIONAL SYSTEMS IS ALLOWING METRO NET TO DIRECT DISPATCH THE AMBULANCES. THIS DRAMATICALLY SPEEDS UP RESPONSE TIMES, AND SAVE 70% ADMIN FEE. BETTER SERVICE FOR CHEAPER PROPOSED LOCATIONS WILL SERVE THE CITY WELL WITH

3. PATIENT BILLING SYSTEMS

CURRENT AND PROPOSED BILLING SYSTEM MEETS REQUIREMENTS OF THE RFP. IN LIKE THE 70% ADMIN FEE SAVINGS IN EXCHANGE FOR DISPATCH SERVICES.

THE COMPETITOR OFFERED MANY MORE DISCOUNT OPTIONS THAT WOULD DECREASE THE COST OF SERVICE UNDER CERTAIN CIRCUMSTANCES.

FINANCIAL STABILITY GIVES CARE THE ABILITY TO ADHERE TO THE 1 MONTH ARREARS PAYMENTS

NARRATIVE SECTION CONTINUED

4. VEHICLE MAINTENANCE AND RECORDS

NO DEFICIENCIES NOTED. REPAIR FACILITY IS CLOSE TO GARDEN GROVE, 6 MILES FROM CENTRAL GARDEN GROVE. THIS ALLOWS FOR QUICK TURNAROUNDS.

4-BAY GARAGE SEEMS SMALL FOR THE SIZE OF CARE'S FLEET

ALREADY HAVE 4 NEW AMBULANCES FOR GARDEN GROVE.

5. PERSONNEL TRAINING AND RECORDS

GREAT DETAIL OF 120-HOUR NEW EMPLOYEE TRAINING. GOOD DE OFFERINGS, SEEMED PROFESSIONAL & QUALIFIED.

I LIKED CARE'S OFFER TO RAISE NEW HIRE REQUIREMENTS TO ACADEMY GRADS IF ALLOWED TO BE STATIONED IN THE FIRE STATIONS.

6. PATIENT CARE/TRANSPORT SYSTEM DESIGN

AS INCUMBENT, CARE WOULD BE UP AND RUNNING BEFORE CONTRACT START, OFFERING 4 AMBULANCES DEDICATED PLUS ONE "PEAK" UNIT FROM 1100-2100HRS

CURRENTLY 12 YEARS OF COMPLIANT RESPONSES IN GARDEN GROVE. THIS WOULD ONLY IMPROVE WITH THE ADDED UNITS PROPOSED WITHIN.

LARGE RESPONSE FOOTPRINT WITH NEIGHBORING CITY COVERAGE BY CARE, OFFERS GREAT REDUNDANCY AND SURGE CAPACITY.

SYNERGIES: 3 AMBULANCES PLUS 1/2 PART TIME PARAMEDIC COORDINATOR. HOUSE AMBULANCES IN FIRE STATIONS, OFFER VOLUME PRICING TO FIRE DEPT FOR MEDICAL SUPPLIES. 24 HOUR SHIFTS TO MATCH FIRE DEPT. SCHEDULES. COMMUNITY EDUCATION.