

1. **Q. Regarding provider exclusivity, if other providers will be allowed to operate in the City of Rochester, will they also be assessed a fee to operate within the City of Rochester?**
  - A. *No. The City of Rochester ("City") will only enter into a contractual relationship with one ambulance service for the provision of 911 emergency call services. The City is not involved in the regulation of other kinds of ambulance services.*
2. **Q. Page 05 of the RFP states the contractor must possess and maintain a State of New York Department of Health Operating Certificate, and a Certificate of Need for the geographic area inclusive of the municipal boundaries of the City of Rochester. Does the City require this licensure as a condition of responding to the RFP?**
  - A. *Page 5 of the RFP states the "Contractor must possess". Respondents who do not possess the Certificates may submit a proposal and will be graded accordingly. The entity awarded the contract must already possess or have the ability to possess these certificates at the time the contract is scheduled to take effect on April 1, 2020.*
3. **Q. Regarding RFP page 06, how was the \$300,000 annual fee calculated? Does the \$300,000 annual fee consist of actual estimated costs of the City associated with overseeing the Emergency Ambulance Service? If so, can the City provide an itemized breakdown of these costs?**
  - A. *The annual fee relates to costs associated with the emergency medical system in Rochester. The fee is significantly less than the cost of the City's first responder services and the cost of oversight of the ambulance contract. The City's analysis of the annual fee is attached.*
4. **Q. Regarding RFP page 10 (section C.3), is it the City's intent to include Priority 4 calls in this penalty category?**
  - A. *Priority 3 and Priority 4 calls to which the Rochester Fire or Rochester Police Departments are co-responders will be included in this penalty category.*
5. **Q. In several locations throughout the RFP, the phrase, "the City may refuse or accept any proposal". As the City is keenly aware the resources necessary to prepare a responsible response are considerable. On what grounds may the City reject a proposal without due consideration?**
  - A. *The City will review and consider all proposals received, however, should a proposal fail to address a specific requirement in the RFP, it shall be assumed that the proposal is deficient. The selection of a winning proposal or rejection of all proposals is within the City's sole discretion.*
6. **Q. As it is required for periodic recording, upon notification of a 'job' by MDT radio, phone, CAD-to-CAD or otherwise, will the 'Zone' be included in such notification?**
  - A. *The new CAD that is being programed and will be in place for the upcoming contract will have the ability to have Zone information with each job.*
7. **Q. What is the grace period to establish a bidirectional CAD-to-CAD interface and who will be responsible for costs at each side of the interface?**
  - A. *Given the volume of EMS incidents within the City, the CAD-to-CAD connection will need to be in place by the contract start date of April 1, 2020 in order for both the ECD and the Contractor to effectively be able*

*to manage and respond efficiently. It will be the Contractor's responsibility to bear the cost of their side of the connection and ECD will bear the cost of the connection at the 911 center.*

- 8. Q. While we believe we understand the intent, could you provide clarification on “maintain in an Excellent manner” with respect to vehicles and equipment. Will there be a clear checklist of what is required to achieve an ‘excellent’ rating?**

*A. See RFP Section F. Vehicles, Vehicle Maintenance and Equipment Repairs (Page 12). “Maintain in an excellent manner”. The City will not provide a checklist. The standard sought is that which is met according to NYS DOH and Industry standards.*

- 9. Q. Please define “unduly held” with respect to RFD waiting for a transport unit. How will this relate to the defined response time criteria?**

*A. See RFP Section B.3.b Ability to downgrade responses (page 9). This does not relate to the response time criteria since the initial response time will have already been met by the paramedic unit. The transport capable unit will now be held to the lower priority performance requirement. “Unduly Held” is intended to mean that the Rochester Fire Company will be released by the on-scene Paramedic and not be made to wait until a transport unit arrives unless patient care requires the assistance of the Rochester Fire Company.*

- 10. Q. What are the historical (past 2 years) penalties assessed versus those enforced by the Fire Chief (or designee) borne by the incumbent provider?**

*A. The penalties assessed and enforced listed are for the current contract extension which closely resembles the metrics within the RFP. Penalties prior to this timeframe will have no relationship to the performance metrics listed in the RFP.*

*The total Penalties assessed = \$7,050.*

- 11. Q. What is the aggregate call volume by zone and dispatch priority for the past 1-year period?**

*A. East Zone = 13,789; Northeast Zone = 24,865; Northwest Zone = 20,713; South Zone = 23,434  
This is based on data submitted by the current contract holder.*

- 12. What is the current collection rate by the incumbent provider and what is the payor mix of the residents of the City of Rochester? As collections are the sole source of revenue related to a prospective agreement, this is an important factor in determination of viability.**

*A. The City does not bill for ambulance transport services and does not require the current Contractor to report information regarding collection rates or payor mix. The City does not have the ability to collect data specific to the City alone regarding the payor mix. This information would only be available from the current Contractor.*

- 13. Q. What is the purpose for and where do the proceeds go for the annually escalating franchise fee of \$300,000?**

*A. The annual fee relates to costs associated with the emergency medical system in Rochester. The fee is significantly less than the cost of the City's first responder services and the cost of oversight of the ambulance contract. The City's analysis of the annual fee is attached. The proceeds are recorded as Fire Department revenue in the General Fund.*