



28 October 2022

Phung Loman  
Chief Procurement Officer  
County of Santa Barbara  
260 North San Antonio Rd.  
Santa Barbara County, CA 93110

Dear Ms. Loman —

The letter summarizes the Proposal Evaluation Process for the Santa Barbara County, CA EMS RFP. A Proposer Review Panel meeting was held on October 25, 2022, at the County General Services Building. Proposer Review Panel members Justin Fairless, Richard Schomp, Lawanda Lyons-Pruitt, Steven Smith, and Steve Fellows were present. Observers included Phung Loman, Brian Petit, Daniel Sheppard, Nicholas Clay, and Jason Levy. Steve Knight, Guillermo Fuentes, and Thomas Moore were present for Fitch & Associates.

The review process, as detailed in the RFP, was followed. The Proposer Review Panel members reviewed the RFP and proposals from each organization. FITCH staff observed the Proposer Review Panel members and answered specific clarification questions related to the RFP process. The Proposer Review Panel members independently scored each Proposer using the proposal evaluation worksheets. None of the observers or consultants participated in the scoring of proposals.

Prior to the Proposer Review Panel meeting, each Proposer Review Panel member had an opportunity to submit any questions of the Proposers to the Review Panel Coordinator. No questions were submitted, and thus, no questions were provided to either proposer. During the Proposer Review Panel meeting, the Proposer Review Panel members developed questions for the proposers based on the information presented in their proposals. Each entity delivered oral presentations. None of the proposers observed any other proposer's presentation. Following the oral presentations, a question-and-answer session was conducted with each Proposer. Following the question-and-answer session, the Proposer Review Panel Members were allowed to adjust (up or down) their final proposal evaluation by no more than one (1) scoring level.

FITCH staff entered scores provided by the Proposer Review Panel members on a scoring spreadsheet; totals were American Medical Response 2077.75 and Santa Barbara County Fire Protection District 1760. FITCH staff emailed the spreadsheet containing all scores to Phung Loman, Nicholas Clay, and Susan McKenzie.

On behalf of Fitch & Associates, thank you again for the opportunity to provide our services.  
Sincerely,

A handwritten signature in blue ink, appearing to read "T. Moore", with a stylized flourish extending to the right.

Thomas Moore  
Senior Associate

	Total Points
SBCFD	1760
AMR	2077.75

## Santa Barbara County Fire Protection District

REVIEWER #1   REVIEWER #2   REVIEWER #3   REVIEWER #4   REVIEWER #5

Minimum Qualifications						Maximum Points
Required Submission Forms	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
Financial Assessment	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.2 Proposer is an Eligible Entity	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.7 Compliance with Procurement Process	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.8 Proposal Format and Instructions Followed	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.9 Meets Minimum Qualifications	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	

Clinical Standards						Maximum Points
4.1 Progressive Clinical Quality Improvement and Education	42.5	42.5	50	25	50	50
4.2 Clinical Performance Measurement	63.75	63.75	63.75	37.5	63.75	75
4.7 Educational Content	10	8.5	8.5	5	8.5	10
4.8 Support for LEMSA Medical Director and Clinical Research	8.5	8.5	8.5	5	10	10
4.9 Medical Review / Audits	10	8.5	10	8.5	10	10
4.10 Clinical Innovations	38.25	38.25	38.25	22.5	22.5	45
<b>Total</b>	<b>173</b>	<b>170</b>	<b>179</b>	<b>103.5</b>	<b>164.75</b>	<b>200</b>

Operations Standards						Maximum Points
3.1 Contractor's Functional Responsibilities	5	2.5	5	4.25	5	5
3.2 Service Description	5	4.25	4.25	4.25	5	5
5.1 Deployment Planning	10	10	20	10	20	20
5.2 Work Schedules and Human Resource Issues	8.5	5	10	8.5	10	10
5.3 Vehicles and Equipment	5	5	10	8.5	10	10
5.4 Communications Systems Management	4.25	2.5	5	4.25	5	5
5.5 Technology and Data Management	5	2.5	5	4.25	4.25	5
5.6 Non-Clinical training	5	2.5	5	2.5	5	5
5.7 Critical Incident Stress Management	5	5	10	5	8.5	10
5.9 Disaster Response	2.5	4.25	5	4.25	4.25	5
6.2 Interfacility Transport Plan	2.5	0	2.5	2.5	5	5
6.2 Mentally Disordered Transport Plan	5	0	5	5	5	10
6.2 Critical Care Transport Plan	2.5	2.5	5	2.5	4.25	5
<b>Total</b>	<b>65.25</b>	<b>46</b>	<b>91.75</b>	<b>65.75</b>	<b>91.25</b>	<b>100</b>

<b>Administrative Standards</b>						<b>Maximum Points</b>
7.1 Community Health Status Improvement	21.25	12.5	21.25	12.5	21.25	25
7.2 Patient Experience Evaluation	2.5	2.5	4.25	2.5	4.25	5
7.3 Customer Service Hotline and Complaint Process	5	2.5	0	2.5	4.25	5
7.4 Employee Safety and Wellness	15	12.75	12.75	12.75	12.75	15
7.5 Internal Risk Management	10	10	10	5	8.5	10
7.6 Communicable Diseases, Safety, and Prevention	4.25	4.25	5	2.5	5	5
7.7 Key Personnel	15	12.75	15	7.5	12.75	15
7.8 Reports Required	10	10	10	8.5	8.5	10
7.9 Participation in System Development & Future Enhancements	5	8.5	10	5	8.5	10
<b>Total</b>	<b>88</b>	<b>75.75</b>	<b>88.25</b>	<b>58.75</b>	<b>85.75</b>	<b>100</b>

  

<b>Regulatory Compliance and Financial Provisions</b>						<b>Maximum Points</b>
8.7 Insurance Provisions	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
8.9 Performance Security	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	

  

<b>Default, Termination, and Other General Provisions</b>						<b>Maximum Points</b>
9.4 Emergency Takeover	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	

  

<b>System Integration and System Innovation</b>						<b>Maximum Points</b>
10.1 System Integration	25	21.25	21.25	12.5	21.25	25
10.2 System Innovation	17.5	17.5	29.75	17.5	29.75	35
<b>Total</b>	<b>42.5</b>	<b>38.75</b>	<b>51</b>	<b>30</b>	<b>51</b>	<b>60</b>

368.75                      330.5                      410                      258                      392.75

## American Medical Response

REVIEWER #1   REVIEWER #2   REVIEWER #3   REVIEWER #4   REVIEWER #5

Minimum Qualifications						Maximum Points
Required Submission Forms	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
Financial Assessment	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.2 Proposer is an Eligible Entity	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.7 Compliance with Procurement Process	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.8 Proposal Format and Instructions Followed	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
2.9 Meets Minimum Qualifications	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	

Clinical Standards						Maximum Points
4.1 Progressive Clinical Quality Improvement and Education	50	42.5	50	42.5	50	50
4.2 Clinical Performance Measurement	75	63.75	75	63.75	63.75	75
4.7 Educational Content	10	8.5	10	8.5	10	10
4.8 Support for LEMSA Medical Director and Clinical Research	10	8.5	10	8.5	10	10
4.9 Medical Review / Audits	10	8.5	10	8.5	10	10
4.10 Clinical Innovations	45	38.25	45	38.25	45	45
<b>Total</b>	<b>200</b>	<b>170</b>	<b>200</b>	<b>170</b>	<b>188.75</b>	<b>200</b>

Operations Standards						Maximum Points
3.1 Contractor's Functional Responsibilities	5	4.25	4.25	4.25	5	5
3.2 Service Description	5	4.25	4.25	4.25	4.25	5
5.1 Deployment Planning	17	20	20	17	17	20
5.2 Work Schedules and Human Resource Issues	8.5	5	10	8.5	10	10
5.3 Vehicles and Equipment	8.5	10	10	8.5	10	10
5.4 Communications Systems Management	2.5	2.5	5	5	5	5
5.5 Technology and Data Management	5	2.5	5	4.25	5	5
5.6 Non-Clinical training	5	2.5	5	4.25	5	5
5.7 Critical Incident Stress Management	5	5	8.5	8.5	8.5	10
5.9 Disaster Response	4.25	4.25	5	5	4.25	5
6.2 Interfacility Transport Plan	4.25	4.25	5	4.25	4.25	5
6.2 Mentally Disordered Transport Plan	8.5	8.5	8.5	5	5	10
6.2 Critical Care Transport Plan	5	2.5	5	5	2.5	5
<b>Total</b>	<b>83.5</b>	<b>75.5</b>	<b>95.5</b>	<b>83.75</b>	<b>85.75</b>	<b>100</b>

<b>Administrative Standards</b>						<b>Maximum Points</b>
7.1 Community Health Status Improvement	21.25	25	25	21.25	25	25
7.2 Patient Experience Evaluation	5	2.5	5	4.25	4.25	5
7.3 Customer Service Hotline and Complaint Process	5	2.5	5	4.25	5	5
7.4 Employee Safety and Wellness	12.75	12.75	15	12.75	12.75	15
7.5 Internal Risk Management	10	10	10	8.5	8.5	10
7.6 Communicable Diseases, Safety, and Prevention	5	4.25	5	2.5	5	5
7.7 Key Personnel	12.75	12.75	15	12.75	15	15
7.8 Reports Required	10	10	10	8.5	8.5	10
7.9 Participation in System Development & Future Enhancements	10	8.5	10	8.5	8.5	10
<b>Total</b>	<b>91.75</b>	<b>88.25</b>	<b>100</b>	<b>83.25</b>	<b>92.5</b>	<b>100</b>

  

<b>Regulatory Compliance and Financial Provisions</b>						<b>Maximum Points</b>
8.7 Insurance Provisions	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
8.9 Performance Security	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	

  

<b>Default, Termination, and Other General Provisions</b>						<b>Maximum Points</b>
9.4 Emergency Takeover	PASS	PASS	PASS	PASS	PASS	PASS / FAIL
	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	<b>PASS</b>	

  

<b>System Integration and System Innovation</b>						<b>Maximum Points</b>
10.1 System Integration	21.25	21.25	25	21.25	21.25	25
10.2 System Innovation	29.75	35	29.75	35	29.75	35
<b>Total</b>	<b>51</b>	<b>56.25</b>	<b>54.75</b>	<b>56.25</b>	<b>51</b>	<b>60</b>

426.25                      390                      450.25                      393.25                      418