

Better Health for All

COUNTY OF SANTA CLARA
Health System

County of Santa Clara Health System

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DATE: February 2, 2021

TO: Honorable Members of the Board of Supervisors
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: René G. Santiago, Deputy County Executive &
Director, County of Santa Clara Health System

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René G. Santiago

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Jackie Lowther

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Jackie Lowther, Director, Emergency Medical Service

SUBJECT: Request for Proposal Process, EMS 2022/2024

During the October 20, 2020 Board of Supervisors meeting (Item 54), Supervisor Chavez requested the EMS Agency to report back on developing a workplan and timeline for assessing various options regarding the Request for Proposals (RFP) or Request for Qualifications (RFQ) process for ambulance services, including identified stakeholders and whether solicitation methods are limited to RFPs or include requests for solutions or innovations. This report provides the requested information.

The EMS Agency convened an introductory meeting on June 27, 2019 with key stakeholders, from throughout Santa Clara County, who attended six (6) meetings. The purpose of these meetings was to:

- Explore and define the options and structure of the EMS system in Santa Clara County after the current non-exclusive 911 EMS ambulance transport agreement ends in 2022.
- Analyze means of financing the future EMS system given those options and structure; include feasibility, sustainability, as well as applicability to demographics.
- Recommend decision-making in the continuing of nonexclusive 911 EMS ambulance transport after 2022 or to conduct a competitive bid for 911 EMS ambulance transport and other EMS functions.
- Report group progress to the Health and Hospital Committee (HHC) and the Board, and report non-exclusive 911 EMS ambulance transport system performance characteristics at intervals specified by the HHC and the Board after implementation on July 1, 2019.

In March of 2020, there were unprecedented events that superseded the stakeholder group from meeting on a regular basis. As the full effects of the COVID-19 pandemic on the EMS system began to be realized, the EMS Agency determined it was necessary to extend the Ambulance Services contract. The EMS Agency engaged in negotiations to extend the contract for two years, with an option for the EMS Agency to extend the contract for an additional three years, if necessary. This extension allows the EMS Agency to continue its efforts to engage stakeholders

in discussion regarding the future state of the EMS system, while allowing the EMS system time to stabilize.

The stakeholder group will be re-convened in the Spring of 2021 to evaluate various models that can be proposed for the system moving forward, including a public option or a public-private partnership. Once the stakeholder group is established, an updated workplan and timeline will be provided to the Board. Any necessary confidential reports with legal analyses from County Counsel will accompany the workplan and timeline at the time they are submitted.

The Timeline for EMS 2022

