

Agreement Extension Process for the AMR Exclusive Operating Area

County of Santa Clara

Emergency Medical Services System

February 2008

Public Health Department

Santa Clara Valley Health & Hospital System



Facts

- The existing extension with AMR will expire on June 30, 2009.
- The contractor has the ability to request an additional two-year extension by June 30, 2008.
- If the extension is provided, the agreement will reach its maximum life with an expiration date of June 30, 2011.

Cornerstone Assumptions

- It appears that it is not necessary to make any major changes to the agreement at this time.
- It appears beneficial to review the contractors performance, provide corrective actions and suggestions, and recommend extension of the agreement to its maximum lifespan (10 years).

Cornerstone Assumptions

- Once the decision to extend the agreement has been made, work will begin on the development of a system design project that will lead to the production of a Request for Proposals (RFP).
- The new system design and subsequent RFP is likely result in the development of an improved Service Agreement. Therefore, the County must afford adequate planning time.

County Issues for Resolution

- AMR to make revisions to data reports as identified by the Fitch & Associates Report.
- County to finalize AMR's non-emergency (code-2) exemption review request for the term of the agreement.
- County to finalize modifications to the existing Exception and Exemption Review Process (clarification of roles/responsibilities and timelines).



County Issues for Resolution

- AMR to develop a job description for the Fire Service Liaison Position in cooperation with the County and subcontractors.
- County to address removal of various reporting requirements for AMR that are not related to performance (maintenance, etc.).

Timelines

February 2008

- Subcontractor and key stakeholders advised of meeting schedule.
- Subcontractors review agreement for critical revisions.
- Subcontractors prepare written explanation of proposed modifications.

March – April 2008

- Stakeholder meetings held.
- AMR responds to suggestions and recommendations.
- AMR meets County/Fitch Recommendations
- EMSCo. Advised

Timelines Continued

May 2008

- County Fire Chiefs Association Reviews/Approves Recommendations
- Final amendments/working review
- HAC/HHC Advised

June 2008

- County Counsel Legal review.
- EMS Agency prepares Board Transmittal
- Review extension request from contractor.

Timelines Continued

July – October 2008

- Respond to contractors request.
- Process extension.
- Notify contractor and subcontractors of extension.

Stakeholder Meetings



MEETING ONE

March 11, 2008
1:00 PM – 4:00 PM
Santa Clara County EMS Agency

- Contractor provides an overview of performance and service provided under the current agreement extension period.
- Review individually submitted concerns/areas of requested modification with all subcontractors and AMR.
- Identify critical issues, if any, that must be addressed in this extension.
- Contractor presents modification requests/areas of concern.



MEETING TWO
April 1, 2008
1:00 PM – 4:00 PM
Santa Clara County EMS Agency

- AMR responds to requests from Meeting I.
- County responds to contractors requests from Meeting I.

MEETING THREE
April 15, 2008
1:00 PM – 4:00 PM
Santa Clara County EMS Agency

- Review of final proposed changes/modification.
- Review of final non-agreement recommendations.
- Identification of process for formal review by the County Fire Chiefs Association, HAC, HHC, and EMSCo.

Information/Documents

Josh Davies, Project Manager

Josh.davies@hhs.sccgov.org

EMS Agency Website (EOA Contract Section)

www.sccemsagency.org