

LOUDON COUNTY COMMISSION

Monday, December 15, 2014

County Office Building

6:00 PM

SPECIAL CALLED MEETING

- 1. Opening of Meeting, Pledge of Allegiance, and Invocation**
- 2. Roll Call**
- 3. Adoption of the Agenda - December 15, 2014**
- 4. This is the time for any visitor or delegation to come forward and state the business for which he/she may wish to address concerning any item of interest on the planned agenda.**
- 5. Reports of County Officials, Departments and Committees:**

Loudon County Mayor – Buddy Bradshaw

- A. Request discussion and consideration of the EMS RFP.**
 - B. A Resolution Authorizing the Issuance of Rural School Bonds of Loudon County, Tennessee in the Aggregate Principal Amount of Not to Exceed Ten Million Dollars (\$10,000,000.), in One or More Series; Making Provision for the Issuance, Sale and Payment of Said Bonds; Establishing the Terms Thereof and the Disposition of Proceeds Therefrom; and Providing for the Levy of Taxes for the Payment of Principal of, Premium, if any, and Interest on the Bonds.**
 - C. A Resolution Authorizing the Issuance of General Obligation Refunding Bonds of Loudon County, Tennessee in the Aggregate Principal Amount of Not to Exceed Three Million Three Hundred Thousand Dollars (\$3,300,000.), in One or More Series; Making Provision for the Issuance, Sale and Payment of Said Bonds; Establishing the Terms Thereof and the Disposition of Proceeds Therefrom; and Providing for the Levy of Taxes for the Payment of Principal of, Premium, if any, and Interest on the Bonds.**
- 6. Adjournment**

The regular scheduled Commission Workshop Meeting will convene immediately following this Special Called Meeting.



December 11, 2014

Joan Lovelace, Purchasing Director
Loudon County
100 River Road, Box 110
Loudon, Tennessee 37774
lovelacej@Loudoncounty-tn.gov

RE: Ambulance Service Provider RFP - Bid Number 2014-333

Ms. Lovelace:

On behalf of Rural/Metro of Tennessee, L.P. (Rural/Metro), we appreciate the opportunity to bid the Ambulance Service Provider RFP #2014-333. Please accept this letter as our official notification that we will not be responding with a proposal. It is with regret that we will cease 911 operations in Loudon County effective midnight on December 31, 2014.

Our team has thoroughly reviewed all opportunities to re-bid Loudon County; however, due to the specifications of the RFP in conjunction with our eleven years of experience in the county, we have determined that it is not fiscally responsible to agree to the terms listed in the RFP. It is critical that the ambulance provider, in every community, is financially healthy while giving back through progressive clinical enhancements and community service. Respectfully, we cannot do that under the current terms.

Rural/Metro will continue to serve Loudon and all our surrounding counties. With over 400 employees and an immense fleet size exceeding 100 vehicles, we will continue to provide disaster response and mutual aid to the 16 county region. Rural/Metro is proud of our service and we are eager to work with our contracted municipalities and community partners as we continue to build exceptional delivery models with superior clinical care.

We are hopeful that the county will take great measures to ensure their successful bidder meets and exceeds the promises offered in the responses and Rural/Metro welcomes the opportunity to return to Loudon County as the 911 provider if that opportunity presents itself.

Thank you for this opportunity.

Sincerely,

Erin K. Downey

Erin K. Downey
Regional Director, Rural/Metro East Tennessee
Erin.downey@rmetro.com



Loudon County, Tennessee
RFP: Ambulance Service Provider
Bid Number: 2014-333
December 2014

216 Aquarius Drive, Suite #303
Birmingham, Alabama 35209

www.lifeguardambulance.com



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RFP FOR AMBULANCE SERVICE PROVIDER
BID NUMBER: 2014-333
OPENING DATE: DECEMBER 11, 2014

VENDOR INFORMATION

Vendor Lifeguard Ambulance Service LLC

Corporate Address 216 Aquarius Drive, Suite #303

City Birmingham State Alabama Zip 32509

Contact Person Brett Jovanovich
(Please Print)

Telephone Number 205.380.2065 Fax Number 205.380.2074

Email Address brett.jovanovich@lifeguardambulance.com

Authorized By: *(Please print)* Brett Jovanovich, President

Authorized Signature _____

Regional Headquarters Address: 2718 John Deere Drive, Suite #101, Knoxville, Tennessee 37917

**AFFIDAVIT OF COMPLIANCE
WITH
TENNESSEE CRIMINAL HISTORY RECORDS CHECK
TENNESSEE CODE ANNOTATED, SECTION 49-5-413**

(To be submitted with bid by contractor)

I, Brett Jovanovich, president or other principal
officer of Lifeguard Ambulance Service LLC, swear or affirm that the Company
(Name of Company)

is in compliance with Public Chapter 1080 of 2008, codified at Tennessee Code Annotated 49-5-413, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 49-5-413.

President or Principal Officer

For: Lifeguard Ambulance Service LLC
Name of Company

STATE OF ALABAMA}

COUNTY OF JEFFERSON }

Subscribed and sworn before me by Brett Jovanovich,
President or principal officer of Lifeguard Ambulance Service LLC,

On this _____ day of _____, 2014.

Notary Public

My Commission expires: _____

**LOUDON COUNTY GOVERNMENT
ATTESTATION
REGARDING THE USE OF ILLEGAL IMMIGRANTS IN THE
PERFORMANCE OF ANY CONTRACT**

In compliance with the requirements of Chapter 878 Public Acts of 2006 (Tennessee Code Annotated 12-4-124), the undersigned Contractor/Vendor hereby attests, warrants and assures that it will not knowingly utilize the services of an illegal immigrant in the performance of this contract/purchase order and shall not knowingly utilize the service of any subcontractor who will utilize the services of an illegal immigrant in the performance of this contract/purchase order.

Name of Contractor/Vendor Lifeguard Ambulance Service LLC

Federal ID Number or Social Security Number 46-5007345

Loudon County Contract or Purchase Order Number Bid 2014-333

Date Attested December 9, 2014

Signature _____

Printed Name Brett Jovanovich

Title President

Note: Individual signing must have contractual authority to bind the entity.

**AFFIDAVIT OF COMPLIANCE
WITH
DRUG-FREE WORKPLACE REQUIREMENTS OF
TENNESSEE CODE ANNOTATED, § 50-9-113**

I, Brett Jovanovich, president or other principal Officer of Lifeguard Ambulance Service LLC, swear or affirm that the Company has a drug-free workplace program that complies with Title 50, Chapter 9, Tennessee Code Annotated, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 50-9-113.

President or Principal Officer

For Lifeguard Ambulance Service LLC
Name of Company

STATE OF ALABAMA }

COUNTY OF JEFFERSON }

Subscribed and sworn before me by Brett Jovanovich,

President or principal officer of Lifeguard Ambulance Service LLC,

On this _____ day of _____, 2014.

Notary Public

My commission expires: _____

Non-Collusion AffidavitState of Tennessee Bid No. 2014-333County of LoudonI state that I am President of Lifeguard Ambulance Service LLC, the firm that has submitted
(Title) (Name of Firm)

the attached Proposal and that I am authorized to make this affidavit on behalf of my firm, and its owners, directors, and officers.

I state that:

1. I am fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
2. The RFP of my firm is submitted in good faith and is not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties including this affiant.
3. Neither its officers, directors, partners, owners, agents, representatives, and employees are not currently under investigation by any governmental agency and have not in the last three years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

I state that Lifeguard Ambulance Service LLC, understands and acknowledges that the above
(Name of Firm)

representation are material and important and will be relied on by Loudon County Government in awarding the contract(s) for which this bid is submitted, I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from Loudon County Government true facts relating to submission of bids for this contract.

(Name and Company Position)

SWORN TO AND SUBSCRIBED

BEFORE ME THIS _____ DAY

OF _____, 20 14

NOTARY PUBLIC

My commission expires _____

Executive Summary

Lifeguard Ambulance Service is committed to providing world-class healthcare to the residents and visitors of Loudon County, Tennessee. Lifeguard strives to provide a level of service that is unmatched throughout the Southeast, using the most progressive and innovative strategies available in the industry today. Lifeguard's team members are also trained and equipped with the knowledge and skills necessary to carry out some of the most advanced protocols in the Southeast, developed and implemented by one of the industry's leading medical directors, Dr. Kim Landry. A pioneer in the creation and installation of high performance EMS systems, Lifeguard has a proven track record of maximizing coverage and increasing access to care, ultimately allowing for a safer place to live, work, and vacation.

CAAS Accreditation

As an industry leader in EMS, Lifeguard routinely seeks opportunities to move its organization to the next level. In order to ensure that Lifeguard is not only surviving but thriving, Lifeguard has chosen to subject itself to the strict guidelines and standards set forth by the Commission on the Accreditation of Ambulance Services (CAAS). As a result, Lifeguard represents *one of only 160* providers in the United States to have received this prestigious accreditation, placing it in the top 1% of all ambulance providers. *Lifeguard Nashville and Spring Hill represent the only CAAS accredited agency in Middle and West Tennessee; moreover, Lifeguard is one of two accredited agencies in the state of Tennessee to hold this esteemed recognition.* Additionally, Lifeguard Bay and Santa Rosa counties together are one of only ten ambulance services in the state of Florida to be CAAS accredited.

Proven 911 System Model: *Public Integration Model*

Lifeguard is an industry leader in the implementation and execution of an EMS Public Integration Model (PIM). Lifeguard's Public Integration Model allows a county to maintain operational oversight, while relinquishing the overwhelming risk to industry experts that are contractually charged with delivering exceptional service to the community. Lifeguard continues to be a leader in the successful conversion of county-based EMS systems to a Public Integration Model with unprecedented results. Lifeguard's *public integration model (PIM)* is the key to developing a full set solution.

Other components of Lifeguard's customizable 911 System Model include:

- Dynamic Deployment Model
- Firefighter Support Vehicles/Supervisor Options
- Innovative Technology
- Community Outreach and Education
- Customer Service
- Community Partnerships

Continuous and Progressive Quality Plan

Quality will be at the forefront of the partnership between Lifeguard Ambulance Service and Loudon County with quarterly joint reviews of select 911 calls from the initial dispatch through the transfer of

care to the hospital. This process will include a 360-degree quality assurance program that meets the standards set forth by Lifeguard and Loudon County alike. As opportunities are presented, ongoing education and training will be provided to ensure quality and performance remains at the highest levels.

EMS Partnership

In an effort to provide premier ambulance services to Loudon County, Lifeguard would analyze the county's data and develop a multi-system approach. As part of its commitment to Loudon County, Lifeguard would work closely with the other public service entities to further develop the first responder network. In an effort to integrate itself further into the public safety system, Lifeguard has initiated a firefighter-training program for its paramedic supervisors. This program would improve scene safety and would allow additional resources during emergency situations.

Points of Contact

Brett Jovanovich

President

205.529.8899

brett.jovanovich@lifeguardambulance.com

Jason Kimbrell

Vice President – Operations

850.777.4734

Jason.kimbrell@lifeguardambulance.com

Thank you for allowing Lifeguard Ambulance Service the opportunity to serve the citizens and visitors of Loudon County. If selected as the EMS provider for Loudon County, Lifeguard commits to providing a premier ambulance service that the residents would be proud to call their own.

The Lifeguard Difference

The demands of healthcare reform, coupled with the challenges associated with decrease in county ad valorem tax dollars, continue to challenge all aspects of the industry, encouraging counties and health systems to seek higher quality and efficient delivery methods of patient care. While ambulance services are held to the same minimum state requirements, *it is what Lifeguard is doing above and beyond in each community that sets it apart from other services in the industry.* As an industry leader, Lifeguard is fully committed to being more than a mode of ambulance transportation from “Point A to Point B,” rather it is committed to becoming an essential community and healthcare partner.

Mission, Vision, Values

MISSION: To provide the highest quality patient care and comfort available in the industry today.

VISION: Lifeguard is striving to change the face of medical transport through quality clinical and operational performance and strong commitments to its communities, patients, and customers. By empowering its employees with a positive can-do attitude and instilling an equitable, ethical, and financially responsible culture, Lifeguard will set the standards for others to achieve. Lifeguard’s aim is to work hard to meet or exceed its customers’ and patients’ expectations, while remaining on the forefront of program development and implementation, in order to meet the demands of a changing healthcare market.

VALUES:

1. **Excellence:** Commitment to providing the highest quality in everything Lifeguard does.
2. **Ethics:** Lifeguard must conduct business in an honest, fair, and equitable manner with the utmost integrity.
3. **Teamwork:** Be fair and accepting in its dealings with each other. Communication amongst the team is critical for success.
4. **Innovation:** Lifeguard must consistently seek opportunities to be entrepreneurial and creative, as well as accepting of new ideas and techniques that support its growth, development, and service.
5. **Responsibility:** Accepting of all fiscal, social, and assigned responsibilities of its employment, in addition to accepting accountability for the results.

CAAS Accreditation

Lifeguard – Nashville and Spring Hill together represent one of only two agencies in Tennessee to hold the esteemed CAAS accreditation. The Commission on the Accreditation of Ambulance Services (CAAS) is a non-profit organization, established to encourage and promote the highest standards for medical transport systems; the primary focus of the Commission’s standards is high quality patient care. This is accomplished by establishing national standards that not only address the delivery of patient care, but also the ambulance service’s total operation and its relationships with other agencies, the general public, and the medical community (<http://www.caas.org>).



CAAS' standards often exceed those established by state and local government regulations. The voluntary accreditation process includes a comprehensive self-assessment and independent external on-site review by national EMS experts, evaluating both the operational efficiency, as well as clinical quality. Furthermore, it demonstrates that a service has met the "gold standard" as defined by emergency medical providers. Throughout the United States, there are more than 15,000 ambulance companies, and according to the CAAS website, only 160 hold this prestigious accreditation, thus placing Lifeguard in an elite class of < 1% of all ambulance providers. ***Furthermore, any agency can claim it is delivering a high quality service, but a CAAS accredited agency can prove it.***

As a representation of its commitment to clinical quality, customer satisfaction, and innovation, Lifeguard has set a goal to have each of its operations CAAS accredited within the next few years. In addition to Lifeguard being accredited in Nashville/Spring Hill, it is also accredited in Bay and Santa Rosa counties, located in Florida.

Throughout the United States, many counties and cities are starting to include a requirement or weighted recommendation for CAAS accreditation as part of their request for proposals (RFP). This ensures that these entities receive the services of a "gold standard" ambulance provider.

VALUE OF CAAS ACCREDITATION: (source PowerPoint presentation distributed by CAAS)

- Written, documented procedures, systems, and reports
- Strong financial accountability
- Proven medical director involvement
- Established continuous quality improvement program
- Documented safety and compliance programs
- Quality fleet and equipment maintenance programs
- Closely monitored and trended response times
- Systems for recognizing, identifying, resolving, reporting, and trending issues as they develop, as well as preventing future events from occurring

By using the same standard guidelines and procedures throughout Lifeguard, each operation is held accountable to the CAAS standards, even if an operation has not officially received the CAAS accreditation yet.

Experienced 911 Provider

Having many years of experience as an EMS/911 provider, Lifeguard has developed a unique model that can be modified and adapted to meet the specific needs of an individual community. Lifeguard serves as the premier and exclusive 911 provider for Spring Hill, Tennessee, as well as for both Santa Rosa and Columbia counties in Florida. Additionally, Lifeguard serves on two city 911 rotations: Mobile, Alabama and East Ridge, Tennessee.

911 EMS Systems in the Southeast

Spring Hill, Tennessee

After a competitive RFP process, Lifeguard was awarded the exclusive ambulance service contract for Spring Hill, Tennessee. Subsequently, it began providing services to the city on January 1, 2011 under a two-year contract agreement with an additional one-year option. Recently, the City of Spring Hill extended the contract for another option year. As part of its efforts to invest more into the community, Lifeguard is currently in discussions with the city to make the contract extension five years. Furthermore in 2012, Lifeguard became the only CAAS accredited agency in Middle Tennessee: making it one of two providers in the state to hold the prestigious, national accreditation.



Lifeguard's Spring Hill station is embedded with the fire department; therefore, their response times mirror each other and are on average between 4 and 5 minutes. Furthermore, Lifeguard works closely with the local fire department and law enforcement agencies through joint training and education efforts. Lifeguard also meets regularly with the fire department's leadership team to perform quality assurance reviews and make certain that the two entities continue to work together to provide the best patient care to the citizens and visitors of Spring Hill.

Throughout the year, Lifeguard participates in scheduled training and mock demonstrations in Spring Hill. On a monthly and quarterly basis, Lifeguard completes additional and/or refresher training with the fire department. In addition, the city arranges an active shooter drill each year, which includes participants from the fire department, law enforcement agencies, and Lifeguard Ambulance.

Santa Rosa County, Florida



In August 2007, Lifeguard began serving the citizens and visitors of Santa Rosa County as the exclusive ambulance service provider, utilizing 67 fulltime employees and ten ambulances. Since its startup, Lifeguard has grown exponentially with more than 160 team members, making it the 10th largest employer in Santa Rosa County. The original performance-based contract was for a term of five years with two, three-year contract renewal options; however in 2011, the Board of County Commissioners elected to renew Lifeguard's contract through 2022. This extension gave Lifeguard the stability to invest even more into the community with plans to expand its main office and build a new fleet maintenance facility, which was completed in the spring of 2013.

Lifeguard's contract, described by many as unworkable due to the stringent response time requirements, was to provide complete ambulance coverage to the 1,011 square miles of Santa Rosa County and its 151,372 residents. The contract requirements are defined by urban and rural zones; since

the startup of the operation, Lifeguard has exceeded the contract expectations for *88 consecutive months*. By using a public integration model (PIM), Lifeguard has taken EMS in Santa Rosa County to a new level, implementing and executing strategies that are focused on achieving results, stepping outside the comfort zone of traditional EMS management, and embracing proven tools that have launched the organization to new heights.

Lifeguard has also developed very strong, working relationships with other paid and volunteer first responders within the county, including local fire departments and law enforcement agencies. The first responders are invited to participate in Lifeguard's continued education and training free of charge. Additionally, each year the first responder agencies and Lifeguard partner together to create a mock, mass-casualty motor vehicle accident. Each agency responds to the demonstration as if it were a real call, thus allowing the agencies to practice their team work and skills.

The economic impact that Lifeguard has had on the county led it to be named the "2011 Santa Rosa County Business of the Year" by the Santa Rosa County Chamber of Commerce. In September 2013, Lifeguard received the "Business Expansion Award" in recognition of its operational expansion, capital investment, and job creation in Santa Rosa County. Moreover, Lifeguard's corporate medical director, Dr. Kim Landry, was named the "Medical Director of the Year" for the state of Florida in 2011. Furthermore, Lifeguard – Santa Rosa County was placed in an elite class of ambulance providers upon receiving its CAAS accreditation in August 2011; it is *one of only ten accredited ambulance services in Florida*.

Columbia County, Florida

In 2011, Lifeguard responded to a request for proposals for a 911 ambulance service provider in Columbia County, Florida. After a competitive bid process, Lifeguard was awarded the exclusive 911 EMS contract for Columbia County, Florida and began providing services on June 28, 2011 to the county.

The performance-based contract requires Lifeguard to provide ambulance coverage for the entire population of 67,532 residents living in the 797 square foot county. The Columbia County contract on-time requirements are divided based on rural and urban zones of the county. Consecutively for the past *41 months*, Lifeguard has continued to exceed the county's expectations and the contractual requirements.



Lifeguard – Columbia County utilizes the same public integration model (PIM) that is used by other Lifeguard 911 systems. As a rural county, it is vital to properly post the ambulances throughout the county. By using a dynamic deployment strategy, Lifeguard – Columbia County is able to provide better coverage throughout the area, thus improving response time performance. As Lifeguard's time and experience grew in Columbia County, its leaders determined an area of the county that was historically underserved by the EMS system. Using its dynamic deployment model, Lifeguard re-stationed an ambulance to better serve the town of Fort White after a need for a posted ambulance was realized.

Lifeguard works closely with other first responders in training and education and developed strong working relationships with the fire departments and law enforcement agencies in Columbia County. The separate entities work together by having mock drills that provide practice training for various emergency situations that may occur, such as active shooter drills, which require the expertise and team work of all first responders. Furthermore, Lifeguard has monthly and quarterly scheduled meetings with the local fire departments to QA specific call types and review any additional training that may be required. Lifeguard also invites the fire departments to participate in educational classes, such as its monthly Lunch and Learns.

Customizable EMS Solution: 911 System Model

Lifeguard has established an effective 911 system model, which is customizable to meet the specific needs of an individual county/community. While the basic components remain the same for each area, it is Lifeguard's ability to *modify and customize* them that makes the company unique.

The model 911 system includes:

- Public Integration Model (PIM)
- Dynamic Deployment Model
- Firefighter Support Vehicles/Supervisor Options
- Innovative Technology
- Community Outreach and Education
- Customer Service
- Community Partnerships

Public Integration Model (PIM)

Lifeguard is an industry leader in the implementation and execution of an EMS Public Integration Model (PIM). Lifeguard's Public Integration Model allows a county to maintain operational oversight, while relinquishing the overwhelming risk to industry experts that are contractually charged with delivering exceptional service to the community. In a fully implemented Public Integration Model, Lifeguard would administratively report to the Loudon County Board of County Commissioners through an EMS liaison. Through its Public Integration Model, Lifeguard has realized unprecedented results.

Another component to the PIM would be to co-brand the units assigned to Loudon County, as also requested in the RF's Scope of Work, #11, G, 4. Lifeguard has successfully co-branded its ambulances in its other PIM operations; see the following examples.



Dynamic Deployment Model

In its 911 service areas, Lifeguard utilizes a dynamic deployment model, which involves posting ambulances throughout the county and shifting or re-posting them to more centralized locations during peak times and higher demands for service. This model enables Lifeguard to adjust to better meet the needs of each community.

Lifeguard believes that the staffing and deployment of the correct number of ambulances is an ongoing process. After award of the contract, Lifeguard will meet with the 911 communications center, fire department leaders, and other members of the public safety system in order to determine the most appropriate initial dynamic deployment schedule to best meet the needs of the community. Lifeguard performs regular reviews of the trending call volume by time of day and location within the county, so it can adjust the dynamic deployment strategy as necessary according to the needs of the community. By utilizing a dynamic deployment strategy, Lifeguard realizes that this model is not permanent but rather must be flexible in order to meet the latest call volume trends of the community in which it serves.

For instance, a few months after Lifeguard became the exclusive 911 provider for Columbia County, the leadership team realized there was an area of the county that had been historically underserved with the previous deployment plans. Lifeguard reevaluated its deployment strategy and re-stationed an ambulance to that town, thus improving responses to an area with a higher trend of call volume. Nevertheless, trending call locations and volume can change over time, as Lifeguard recognized in its Santa Rosa County operation, resulting in a new deployment model in the fall of 2013.

Firefighter Support Vehicles/Supervisor Options

Lifeguard also utilizes its paramedic shift supervisors in responding to calls as part of its dynamic deployment model. The on-duty supervisor operates a Quick Response Vehicle (QRV), which is equipped with much of the same life-saving equipment as an ambulance with the exception of a stretcher. The QRVs are not transport-ready vehicles but rather enable a paramedic to quickly respond to a scene, gain control of the emergency situation, and initiate medical care prior to the ambulance's arrival. The supervisor-operated QRV serves an essential role in providing medical care quickly in 911 systems; however, it is particularly beneficial in rural counties.



In addition to utilizing the QRV model for medical emergencies, Lifeguard has *initiated a firefighter-training program for its paramedic supervisors* in an effort to further integrate itself into the public safety system. In the event of a structure fire, Lifeguard sends either a paramedic supervisor or ALS crew to the scene for rehab purposes of the firefighters who are battling the heat and the flames. Upon receiving the firefighter certification, the on-scene paramedic supervisor would be able to assist the fire departments after attending to the patient's medical needs. This is a valuable resource to offer to the community, especially in rural areas.



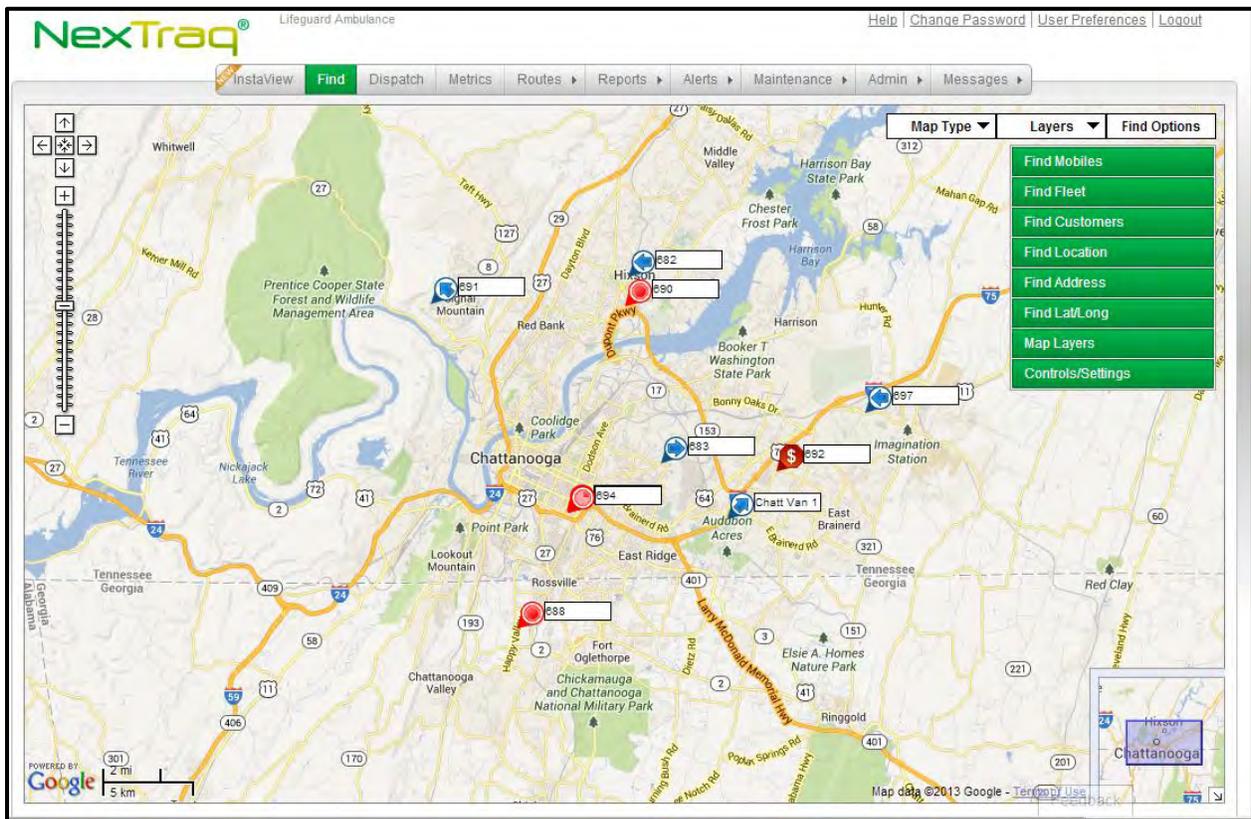
During normal business hours when volunteer firefighters are at their fulltime jobs, there may be a shortage of volunteer firefighters. In addition to the medical equipment carried in the QRV, these supervisors would also be able to carry their own fire gear. Therefore, the cross-trained firefighter/paramedics will not only be available to provide high quality medical care to the patients or other firefighters on scene, but also be qualified to actually assist in firefighting if the need arises.

Innovative Technology

AVL/MDT

Automated Vehicle Location (AVL): The importance of accurately routing ambulances cannot be overstated; therefore, Lifeguard has researched a variety of solutions to providing in-cab vehicle routing. Lifeguard utilizes an Automated Vehicle Location (AVL) navigation system, combined with the Nextraq navigation software. This GPS system, consisting of a solid mount, a laptop computer, and a cellular data connection, allows real-time vehicle location monitoring and data transmission. The AVL system greatly improves the ability of dispatchers to dispatch the closest unit. The use of an AVL system is very beneficial to the dispatch center and Lifeguard field crews.

The Nextraq screenshot below provides an example of what the dispatchers view on their computers as they are dispatching the ambulances. The AVL system uses GPS to clearly identify where each ambulance is located throughout the county.



Mobile Data Terminal (MDT): The Mobile Data Terminal system (MDT) allows dispatchers to communicate directly with the field crew on the ambulance, which is another tool that Lifeguard has used in other markets. With the MDT, the dispatcher can send the physical address and location directly to the on-board computer, and the employee passenger can then load a map that shows them the best route option to that specific call. In addition, the dispatcher can securely send specific call information to the crew, thus protecting patient information from crossing the radio waves, especially if the dispatch scanner system is not privately blocked.

Community Outreach and Education

Lifeguard understands the importance of being more than a transportation service to both the local citizens and the healthcare community; therefore, it continues to seek ways to become a value-based partner in the healthcare industry, as well as being a partner to the community. Lifeguard works to establish and develop community outreach and education programs in the areas in which it is honored to serve.

Upon entering a new location, one of the first ways Lifeguard becomes a community partner is by joining the local chamber of commerce. New operations require the provisions of many services, such as ground maintenance, furniture, plumbing, etc. Lifeguard uses its membership with the local chambers of commerce to identify locally-owned businesses that it can utilize for appropriate services.

Other ways that Lifeguard reaches out to the community is through community education. This includes offering CPR and First Aid classes to scout troops, community groups, church groups, and schools. Additionally, Lifeguard seeks to establish injury prevention programs, such as its fall prevention program. Lifeguard also provides public service announcements through broadcast, print, radio, and other media outlets. Lifeguard also utilizes certified car seat technicians to teach proper installment of car seats in vehicles.



Furthermore, Lifeguard provides standby services and contributes to charity events. On a regular basis, Lifeguard provides event standbys for concert events, sporting events (football, baseball, soccer, etc.), runs/walks, and many other community activities. Lifeguard has also participated in charitable functions for the Toys for Tots, American Cancer Society, American Heart Association, Alzheimer's Foundation, multiple children's hospitals, and other charities.



Each year, Lifeguard offers its complimentary *Home for the Holidays* program at Thanksgiving and Christmas. This program provides residents living in skilled nursing and assisted living facilities an opportunity to spend the holiday with their family. Often times, these individuals have limited access to specialized transportation and are unable to spend the holidays with their loved ones. The individuals participating in this program must be medically self-supporting and be left in the care of a responsible family

member. Lifeguard is honored to offer this program in each of its locations as a way of giving back to the communities that it serves.

Lifeguard has also provided last wish type services to several patients. One such instance was a terminally ill woman who wanted to see the ocean. Along with her family, they made the drive to Florida from Arkansas, but her health deteriorated quickly and she was admitted to a local hospital. Lifeguard's leadership team learned of the woman and her condition; they then worked closely with the hospital in creating a safe transport for this woman and took her to the beach pier to see the ocean. Lifeguard was also honored to assist with transporting a teenage girl, diagnosed with cancer, to see her favorite artist in concert for her birthday.

Customer Service – Studer Group Principles

Lifeguard has long recognized that its customers extend beyond the conventional boundaries but include patients, their families, healthcare facilities, first responders, law enforcement officials, government officials, and its own employees. As such, Lifeguard has implemented many cutting-edge customer service standards developed by the Studer Group, a world-renowned leader in customer service for the healthcare industry. *Lifeguard is the first EMS agency in the United States to have fully hardwired the Studer Group principles into the management culture of the organization and the results have been remarkable.*

Customer service at Lifeguard begins before the first external customer is ever encountered. It begins with the quality, professional image maintained by each team member; this dedication to professionalism extends to the clean and professionally maintained fleet of ambulances. Once the first patient contact is made, Lifeguard utilizes a Studer Group principle known as AIDET to set the patient at ease and establish a rapport with him or her. The acronym AIDET stands for **A** – acknowledge the patient, the family, and other responders present, **I** – introduce yourself to the patient, **D** – explain the duration of the planned course of action to the patient, **E** – explain what is going to happen during the course of treatment, and **T** – thank the patient for allowing Lifeguard to care for them. Often times, team members use the AIDET program naturally during their interactions with patients; however, having the program in place reminds the crews of the importance of creating a positive and safe environment for the patient being transported.

Following completion of the patient transport, Lifeguard may enact another one of the most innovative Studer Group tools utilized in the ambulance industry: the post-transport callback. Utilizing this tool, the ambulance crew either calls the patient or stops by their room if they were admitted a few days after the transport to check on him or her. This program is designed simply to remind both the patient and the crew that the customer's wellbeing is the reason Lifeguard exists. No billing information is discussed and no information is gathered during this call; the crew asks only how the patient is doing and if they were satisfied with the service that Lifeguard provided. Following this phone call, each crew completes a post-transport callback form, which is utilized in the quality assurance process to ensure that Lifeguard is providing the best possible patient care and customer service.

Community Partner

Being an active community partner to each area that it serves is a top priority at Lifeguard. The company's goal is to be more than a "Point A to Point B" transportation service but rather to be a partner within the community and the healthcare industry.

Lifeguard is firmly committed to helping the communities that it serves to realize even more successes. Upon available grant opportunities, *Lifeguard will assist Loudon County in writing grants for equipment that further enhances the public safety system.* Lifeguard was recently able to assist another one of its communities in their grant application for AEDs; as a result, the city was able to purchase 14 AEDs through grant funding that were placed in churches, libraries, and other public places. The placement of these AEDs has already contributed to better patient outcomes, as individuals have greater access to life-saving measures at the start of their cardiac complications prior to the arrival of first responders. Lifeguard will also work with Loudon County to establish a plan for purchasing AEDs for county buildings.

Moreover, Lifeguard has a proven track record of contributing certain percentages in excess of its revenue back into the local community. These contributions may be used for the enhancement of the public safety system in the form of additional non-mandatory clinical upgrades, training, equipment, disaster preparedness, volunteer fire department training, and public education.

First Responder Integration and Other Partnerships

As an experienced 911 EMS service provider, Lifeguard fully understands the importance of having strong, working partnerships with other first responder agencies, including both paid and volunteer fire departments, city and county police departments, state troopers, medical helicopter agencies, and other potential first responders.



Integration of First Responder Network

As an EMS provider, Lifeguard understands it is critical for first responders to be proficient in providing basic life support prior to EMS' arrival on scene. Creating a robust *First Responder Network* is an integral part to providing essential, life-saving measures throughout a rural community. This network includes the local fire departments, law enforcement agencies, EMS, and community members educated in basic CPR and First Aid.

Fire Departments



In each of its 911 operations, Lifeguard has realized great success in implementing this type of first responder network. One of the vital parts of the system is creating a strong working relationship with the local fire departments. Although Lifeguard works closely with all first responders, fire and EMS are commonly on scene together during various types of emergencies, such as house fires and motor vehicle accidents, and it is important for the entities to understand and practice working together as a team.

Based on the proximity of the call to the fire stations and ambulance posts, the fire department may arrive on scene first. In the best interest of the patient, it is important that all firefighters be certified first responders. Using its own instructors, Lifeguard will work closely with each fire department in establishing the first responder certification and training course for any of their firefighters that are not certified first responders.

Education and training play an important role in Lifeguard's culture. Lifeguard regularly invites the local fire departments and other healthcare professionals to attend its in-house training and "Lunch and Learn" sessions at no charge. In addition, Lifeguard partners with the fire departments for joint training and mock drills, such as active shooter drills and mass casualty car accidents. During these demonstrations, the team members work together through the processes and procedures as if it were a real accident scene or emergency situation.

Furthermore, Lifeguard will schedule monthly and quarterly meetings with the fire departments to QA and assess the emergency calls, the processes on scene, and decide if additional training is needed. These meetings will help strengthen the relationships between the entities, while assuring the community that they are receiving the best care possible.

Lastly, another option that Lifeguard would agree to arrange and work closely with the fire departments on is the purchase of medical equipment. Lifeguard will restock all disposable supplies used by the first responder agencies in the treatment of patients. Additionally, Lifeguard will offer these agencies the opportunity to restock disposable medical supplies through Lifeguard, so that they make take advantage of Lifeguard's bulk purchasing power.

Community Members

Not only does Lifeguard understand the value of having certified firefighters as part of the *First Responder Network*, Lifeguard also believes in the value of having an educated community. As explained previously, Lifeguard is committed to community outreach and education, which includes providing CPR and First Aid training to community members. Lifeguard will work with the fire departments and other local organizations in developing a plan to offer CPR and First Aid training to community members. Having community members educated in CPR and First Aid is a great first step in the *First Responder Network*, as certified community members would be able to help immediately in an emergent situation, while someone contacts 911 to request help.

Healthcare Community

Lifeguard clearly understands the challenges facing health systems and works hard to provide applicable solutions far beyond simply transporting patients. Through creativity and innovation, Lifeguard seeks new methods to remain a pillar within the community and establish value-based partnerships throughout the healthcare industry. As a value-based partner, Lifeguard is helping its customers achieve their internal benchmarks and strategic/tactical objectives through bed management, throughput, readmissions, accreditations, patient satisfaction, referral generation, and outcome measures.

Loudon County Government
AMBULANCE SERVICE PROVIDER
Proposal Number: 2014-333
Opening Date: DECEMBER 11, 2014

Section I: General Terms and Conditions

1. **NO CONTACT POLICY**: After the date and time that the Service Provider receives this solicitation, any contact initiated by any Ambulance Service Provider with any Loudon County representative, other than the Purchasing Director, Joan Lovelace, or her designee, concerning this bid is strictly prohibited. Any such unauthorized contact may cause the disqualification of the service provider from this procurement transaction.
2. **ADDITIONAL INFORMATION**: ALL requests for additional information **MUST** be routed to the Loudon County Purchasing Office, Joan Lovelace or Susan Huskey at 865-458-4663 or emailed to LovelaceJ@loudoncounty-tn.gov.
3. **CONFLICT OF INTEREST**: Vendor, by submitting a signed proposal, certify that no gratuity of any kind and no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of Loudon County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Vendor in connection with any goods provided or work contemplated or performed relative to the agreement. A breach of ethical standards could result in civil or criminal sanction and/or debarment or suspension from being a supplier, contractor or subcontractor under County contracts.
4. **NON-COLLUSION**: The enclosed proposal shall not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Tennessee or United States law. Bidders must submit with their proposal the enclosed Non-Collusion Affidavit.
5. **CRIMINAL HISTORY BACKGROUND CHECK**: Any successful vendors, vendor employees, and any vendor sub-contractors and its employees must submit to a criminal history records check, at vendor's expense, conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation prior to permitting the employee to have contact with students or enter school grounds when students are present. Reference Tennessee Code Annotated Section 49-5-413.
6. **ILLEGAL IMMIGRANTS**: In compliance with the requirements of Chapter 878 Public Acts of 2006 (Tennessee Code Annotated 12-4-124) addressing the use of illegal immigrants in the performance of any contract to supply Goods or Services to Loudon County, shall be a material provision of this contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this contract.

For the purposes of this contract, “illegal immigrant” shall be defined as any person who is not either a United States Citizen, a lawful permanent resident, or a person whose physical presence in the United States is authorized or allowed by the Department of Homeland Security and who, under Federal Immigration laws and/or regulations, is authorized to be employed in the U.S. or is otherwise authorized to provide services under the contract.

7. **NON-DISCRIMINATION:** Contractor agrees that no person on the grounds of handicap, age, race, color, religion, sex or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this agreement, or in the employment practices of Vendor. Contractor shall upon request show proof of such non-discrimination, and shall post in conspicuous places available to all employees and applicants notices of non-discrimination. Contractor covenants that it complies with the Fair Wage and Hour Laws, the National Labor Relations Act, and other federal and state employment laws as applicable. Contractor covenants that it does not engage in any illegal employment practices.
8. **DRUG-FREE WORKPLACE:** It is the policy of Loudon County Government to operate in compliance with the Drug-Free workplace Act of 1988. The unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace, on County premises is prohibited. Intoxication or use of alcohol while on duty is also strictly prohibited.
9. **TITLE VI OF THE CIVIL RIGHTS ACT:** It is the policy of Loudon County Government that all its services and activities be administered in conformance with the requirements of Title VI – “Nondiscrimination in Federally Assisted Programs” – No person in the United States shall, on the ground of race, color, gender, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” 42 U.S.C. section 2000 et seq.
10. **PROPOSER’S QUALIFICATIONS:** Proposers must provide satisfactory evidence of their ability to furnish these services in accordance with the terms and conditions of these specifications. The County may make investigations as are deemed necessary to determine the ability of the Proposer to perform the work and the Proposer shall furnish all such information and data for this purpose as the County may request. Loudon County will make the final determination as to the Proposer’s ability. The County reserves the right to reject any proposal if the evidence submitted by, or investigation of such Proposer fails to satisfy the County that such Proposer is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.
11. **RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS:** It is the responsibility of the prospective Proposer to review the entire request for proposal packet and to notify the Purchasing Office if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or questions regarding the specifications or proposal procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for proposal opening.

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12. **SIGNING OF PROPOSAL FORMS:** Vendors are to complete the proposal forms contained in the proposal package. Failure to complete the proposal forms may result in proposal rejection.
13. **SUBMISSION OF PROPOSAL:** Loudon County does not accept telegraphic or electronically transmitted proposals. Proposal shall be enclosed in a sealed envelope and delivered to the Loudon County Purchasing Department, 100 River Road, Suite 110, Loudon, Tennessee 37774. The Proposer shall show on the outside of the envelope proposal name.

At the specified date and time, the names of Proposers submitting proposals will be read aloud but information in the proposals will not be made public until after the evaluation process and an award is made at which time all proposals will become available for public viewing. Late proposals will not be accepted.

14. **INFORMED BIDDER:** Bidders are expected to fully inform themselves, by personal examination or by such other means, as they prefer, as to the conditions stated in the bid document and the accuracy of pricing submitted. Failure to do so will be at the bidders own risk and they cannot secure relief on the plea of error.

Lifeguard Ambulance Service complies with the guidelines set forth in Section I: General Terms and Conditions, #s 1-14.

SECTION II: OBLIGATIONS, RIGHTS AND REMEDIES

These terms and conditions shall be part of the contract. Loudon County reserves the right to negotiate other terms and conditions it deems appropriate and necessary under the circumstances to protect the public's trust.

1. **MODIFICATIONS OR AMENDMENTS:** This contract resulting from this proposal may be modified only by a written amendment executed and signed by all parties hereto and approved by the appropriate Local Government agency officials in accordance with applicable local and state laws, charters, private acts, codes, rules, policies, and regulations. Modifications or amendments shall not be binding on Loudon County without the prior written approval of the County Purchasing Agent.
2. **REMEDIES:** Loudon County shall have all rights and remedies afforded under the U.C.C. and Tennessee law in contract and in tort, including but not limited to rejection of goods, rescission, right of set-off, refund, incidental, consequential and compensatory damages and reasonable attorney's fees.
3. **REJECTION OF PROPOSALS:** The County shall reject any proposal that is determined to be non-responsive. The County also reserves the right to reject the proposal of any Proposer who previously failed to perform adequately for Loudon County or any other governmental agency. Loudon County expressly reserves the right to reject the proposal of any Proposer who is in default on the payment of taxes, licenses, or other monies due Loudon County.
4. **WAIVING OF INFORMALITIES:** Loudon County reserves the right to waive minor informalities or technicalities in the proposal when it is in the best interest of Loudon County.
5. **POSTPONEMENT:** The County reserves the right to postpone the opening of any proposal under circumstances warranting such action, including but not limited to instances when the County receives fewer than two responses.
6. **AWARD:** It is the intention of Loudon County to award this RFP to the most responsive, responsible proposer meeting specifications, who presents the service that is in the best interest of Loudon County. Loudon County reserves the right not to award this proposal.
7. **AWARD PROTEST PROCEDURE:** Loudon County Purchasing Department has an established procedure concerning protest of awards. A complete copy of the Award Protest Procedure may be obtained by contacting the Purchasing Office. A vendor who believes there has been a problem with the process or decision should notify the Purchasing Department, in writing, within five (5) business days after notification of the award decision. Complaints received after five (5) business days of the award notification has been made will not be considered for review.
8. **SEVERABILITY:** If any provision of this Contract is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.
9. **COMPLIANCE WITH ALL LAWS:** By submitting a response to this RFP the vendor commits to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes,

ordinances, and regulations in any manner affecting the provision of goods and /or services, and all instructions and prohibitive orders issued regarding this work and shall obtain all necessary permits.

10. **GOVERNING LAW:** The laws of the State of Tennessee shall govern this Contract, and all obligations of the parties are performable in Loudon County, Tennessee regardless of any language in any attachment or other document that the Vendor may provide. Any legal action between the parties arising from this agreement shall be maintained in the Chancery Court and / or Circuit Court of Loudon County, Tennessee and shall have exclusive and concurrent jurisdiction of any disputes that arise hereunder.
11. **DEFAULT:** If Contractor fails to perform or comply with any provision of this contract or the terms or conditions of any documents referenced and made a part hereof, Loudon County may terminate this contract immediately in whole or in part, and may consider such failure or noncompliance a breach of contract. Loudon County expressly retains all its rights and remedies provided by law in case of such breach, and no action by Loudon County shall constitute a waiver of any such rights or remedies. In the event of termination for default, Loudon County reserves the right to purchase its requirements elsewhere, with or without competitive proposal.
12. **INDEMNIFY AND HOLD HARMLESS:** Contractor shall indemnify, defend, save and hold harmless Loudon County Government, its officers, agents and employees from all suites, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission of commission of Contractor, its subcontractors, suppliers, agents or employees. The County will not indemnify, defend, or hold harmless in any fashion the Vendor for any claims, regardless of any language in any attachment or other document that the Vendor may provide.

Lifeguard Ambulance Service complies with the guidelines set forth in Section II: Obligations, Rights, and Remedies, #s 1-12.

SECTION III: SCOPE OF WORK –

Guidelines for Ambulance Service Providers Regarding Contracted Emergency/911 Response in Loudon County, Tennessee

Loudon County, acting by and through its County Commissioners (hereinafter called “Commission”), is empowered by Tennessee Code Annotated (“T.C.A.”) 7-61-101 to provide ambulance service to the public and/or to license, franchise, or contract for private operators or non-profit general welfare corporations to provide emergency ambulance service within the geographical limits of Loudon County, Tennessee (excluding the city limits of Lenoir City and Loudon) in order to protect the public’s health, safety and welfare. Loudon County has, under the authority of TCA 7-61-103, adopted Regulations for the Operation of Patient Transport Services (“Loudon County Ambulance Service Regulations”) and shall enforce such reasonable regulations to control private and non-profit ambulance services within Loudon County.

Loudon County is seeking the highest quality, most reliable Advance Life Support ambulance service available and under the agreement reached with said ambulance service, the relationship between Loudon County and the Contractor should always be one of cooperation and not conflict.

Unless otherwise stated in these guidelines, all proposals must adhere to Loudon County’s Ambulance Service Regulations, which may from time to time be amended by the Commission.

1. **PROPOSAL INTENT:** Loudon County has cause to solicit Requests for Proposals (RFP) from Ambulance Service providers (hereinafter “Contractor or Contractors”) to fulfill the obligations set forth within this document regarding the transportation of sick and injured persons on an emergency and non-emergency basis within Loudon County (excluding the city limits of Lenoir City and Loudon) and which are dispatched through the Loudon County E-911 Center. These proposals shall fulfill a contract to take effect upon the expiration of the present ambulance service contract on or about December 31, 2014.
2. **GENERAL INFORMATION:** Each interested contractor must submit a proposal no later than 2:00 pm December 11, 2014. No late proposals will be accepted. Contractors are allowed and encouraged to submit alternate proposals in an effort for Loudon County to secure the highest quality service available. Loudon County reserves the right to negotiate with the Contractor providing the best and most reasonable proposal.
3. **RFP SUBMISSION:** Proposals must be in a sealed envelope, labeled clearly on the outside “Ambulance Service Provider RFP” and addressed to:

ATTN: Joan Lovelace
Loudon County Purchasing Director
100 River Road, Suite 110
Loudon, Tennessee 37774
4. **EVALUATION:** The Loudon County Purchasing Committee shall evaluate and determine the best-submitted proposal. The Purchasing Committee will make a recommendation to the Budget

Committee and Commission for approval. Loudon County Commission will authorize the Purchasing Director to enter into a contractual agreement for the specified services. All Contractors submitting proposals will be notified by mail or by telephone when the award is made. Loudon County may request oral presentations from any or all proposing Contractors, and shall be governed according to rules and time limits set forth by Loudon County.

5. **SERVICE:** The County and Contractor contemplate that the Contractor shall act as an independent Contractor in the performance of duties incumbent upon the Contractor hereunder and shall render emergency and non-emergency ambulance service subject to the terms, conditions, restrictions, obligations, and regulations as established by the County, the Tennessee Department of Health, Division of Emergency Medical Services and any other governmental agency with jurisdiction over ambulance service.
6. **REJECTION OF PROPOSALS:** Loudon County reserves the right to reject any or all proposals for any reason, or may withdraw this RFP for any reason, including for modifications, clarifications, etc.
7. **TERMS OF CONTRACT:** The agreement reached between Loudon County and the Contractor shall become effective on or about January 01, 2015, and will have an initial term of 6 months so that it coincides with the expiration of the current agreements between Lenoir City and Loudon and their ambulance service providers. It is the goal of the County to coordinate with the cities to ensure that there is coherent and seamless delivery of ambulance service through the Loudon County E-911 Center to all citizens of the County. Thereafter, any agreement reached with the County shall continue as fully binding upon both parties for a period of one (1) year and shall be renewed annually for up to five (5) years subject to the renewal and the termination provisions in paragraphs #8 and #13 below.
8. **RENEWAL:** The agreement may be renewed at the end of each year for up to five (5) years, except where either party shall notify the other in writing no later than thirty-days prior to the date of expiration of current contract year. Should Loudon County choose to re-bid the contract at the end of the term it may do so for no other purpose than to secure the best interests of Loudon County and does not necessarily indicate unsatisfactory service from the Contractor.
9. **ASSIGNMENT:** The Contractor may not sub-lease, sell, convey, assign, or otherwise transfer its interest in the contract without the official approval of the Loudon County Commission.
10. **SUBCONTRACTING:** If the proposer intends to use subcontractors to fulfill any portion of the services requested, Contractors must detail the identity of the subcontractors and the services they would perform. Loudon County maintains the right to reject an award based on poor performance history of subcontractors.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #s 1-10.

11. DUTIES OF CONTRACTOR: It shall be the duties of the Contractor under this agreement to do and perform the following:

- A.** Provide twenty-four (24) hours per day, seven (7) days per week, fifty-two (52) weeks per year, emergency and non-emergency ambulance service to any person with medical necessity requesting such service within the boundaries of Loudon County through the Loudon County E-911 Center.
- B.** Perform such ambulance service in an efficient, properly expedient, lawful and professional manner to accomplish the purposes for which this Agreement is entered into and to provide the ambulance services necessary to contribute to the health, safety and welfare of the citizens of the County.
- C.** Provide and maintain an adequate and sufficient force of personnel to provide the services herein contemplated in order to make immediate response to requests for ambulance services by anyone soliciting the same from a location within the boundaries of Loudon County, Contractor must provide:
 - 1. A minimum of two (2) 24-hour Advanced Life Support (ALS) Units as defined by the Tennessee Department of Health, Division of Emergency Services with the location of these Units based on the needs of the community as agreed upon by the Contractor and Loudon County.
 - 2. A required third (3rd) ALS Unit scheduled as a day truck a minimum of twelve (12) hours a day. The hours of this Unit shall be reviewed at a minimum every ten (10) weeks, or as deemed necessary by the Contractor or Loudon County.
 - 3. A fourth (4th) staffed ALS Unit shall be made available when necessitated by demand.
 - 4. Each ambulance unit shall have the proper equipment to support such ALS operations.
 - 5. A minimum of three (3) reserve units shall be immediately available to be utilized where a front-line unit is mechanically or otherwise unable to be utilized.
 - 6. Other additional units and staffing shall be at the discretion of the Contractor.
 - 7. Such billing, clerical, dispatch and support staff to support such ALS services.
 - 8. At least one (1) EMT and one (1) EMT-Paramedic shall be on each emergency run (and such further requirements as defined by the State of Tennessee to maintain an "A" Classification. Contractor must maintain an "A" classification rating at all times.
 - 9. Contractor will provide ALS ambulances for standbys at the following events at no charge to the County:
 - A. High school football games, or sanctioned sporting events
 - B. Fire scene standbys for County Fire Departments
 - C. Law enforcement standbys

- D. Community events, Arts and Crafts Fairs, School Safety Days, etc.
 - E. Participation in emergency drills
10. The Contractor shall also provide at no cost to the County:
- A. CPR courses for public safety, school and county personnel
 - B. First Responder training for public safety
 - C. Provide AEDs for county buildings (initiate a plan to phase them in)
11. The Contractor shall enter into mutual aid agreements with other jurisdictions to provide that Loudon County be never at a zero status. The Contractor shall also enter into mutual aid agreements with all other police, fire, and ambulance service agencies (if any) operating within Loudon County.
12. Upon request of the County Mayor or Commission, the Contractor shall make available maintenance, trip logs, or other such records for each unit servicing the County.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #11, C: 3-12.

#11, C: 10-C: Lifeguard's plan for AED placement will be to purchase two AEDs each year throughout the duration of the contract. Lifeguard will place these AEDs in county buildings based on population and building usage.

#11, C: 11: Lifeguard commits to entering into mutual aid agreements with other 911 providers in the surrounding counties, as well as other EMS services within the county. Lifeguard also commits to providing additional backup by utilizing its internal resources located in nearby Knox County. Moreover in the event of a major disaster in Loudon County, Lifeguard will provide mutual aid from its operation in Chattanooga as needed and available.

D. Contractor will provide patient transport services to convalescent and indigent citizens, to and from the Loudon County Jail, as well as transport services for the County Medical Examiner when requested at no charge or at a discounted rate to the County, to be submitted with the proposal. Contractor will not discriminate in any way regarding race, color, religion, or creed when providing any service related to this contract. Contractor cannot refuse transport to any patient at any time for any reason to nearest appropriate medical facility.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #11, D.

#11, D: Lifeguard will provide emergency and non-emergency ambulance services to Loudon County Jail inmates; these transports will be billed at the current Medicare allowable rates for each year of the contract. Additionally, Lifeguard will provide services to the county medical examiner officer and will utilize the current Medicare allowable rates for basic life support, non-emergency, plus the Medicare mileage rate.

- E. Establish, maintain, equip, and properly supervise a base of operations in a stable and fixed location within the boundaries of Loudon County, which shall be staffed and operated as directed by Loudon County Ambulance Service Regulations.
- F. Have trained personnel who are familiar with the geography of Loudon County so that such personnel will have knowledge of roads, residences, and other landmarks of Loudon County in order to promote efficient response to requests for emergency ambulance services.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #11, E-F.

#11, E: Lifeguard will utilize the Loudon County station located at Sugarlimb Road as its central station, as offered in this RFP.

#11, F: Lifeguard will seek to hire team members who are familiar with the geography of Loudon County. Also as described in more detail in the hiring section of the proposal, Lifeguard's new team members will complete map training during their ride-alongs with field training officers and in orientation.

G. Ambulance Units

1. Contractor shall maintain its fleet in accordance with all applicable federal, state and local regulations. They shall be neat in appearance and properly maintained as to provide safe operation for staff and patients.
2. The Contractor must place one new Type I or III ambulance in service each year by the anniversary date of the contract.
3. The Contractor shall provide fuel, insurance and all maintenance for all units.
4. Ambulances either owned or utilized by the Contractor for services in Loudon County, must have the Contractor's company logo and name displayed on the ambulance in accordance with law and may have the name "Loudon County" displayed in such a way as to inform the public it is Loudon County's contracted EMS 911 provider. It may be written in a smaller font and less conspicuous as compared to the company logo or name.
5. The ambulances, at all times, must be in good standing with the Tennessee Department of Health, Division of Emergency Services and with the Loudon County Ambulance Service Regulations.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #11, G: 1-5.

#11, G: 2: Lifeguard Ambulance's proactive and aggressive fleet maintenance program extends the longevity and quality of its ambulance units. Therefore, Lifeguard commits to operating frontline units that are replaced once they reach 250,000 miles or 5 years in age.

#11, G: 4: Lifeguard has successfully co-branded ambulances in other 911 service locations. Examples of these are included on page 13 of “The Lifeguard Difference: Public Integration Model” section.

- H. Provide adequate, safe, skilled and efficient emergency medical care at the scene of any accident or illness or infirmity upon discovery thereof or upon request thereof and provide all medically necessary care during transportation of the patient to a hospital or other health care provider.
- I. Provide insurance coverage for Unemployment Compensation and Worker’s Compensation as required by law on all of the Contractor’s employees.
- J. At all times, insist upon enforce and maintain among all employees of the Contractor a standard of professional conduct to comply with all regulations, certifications requirements and ethical standards as established by the Tennessee Department of Health, Division of Emergency Medical Services, or any other regulatory agencies with jurisdiction over ambulance service.
- K. Advertise the services of Contractor in such a way that access to the services of the Contractor will be available to the general public of the County by E-911 and in such a manner that complies with Loudon County Ambulance Regulations. Non-emergency phone numbers should be advertised to medical facilities to arrange transports. All transports, emergency and non-emergency, are to be logged through the Loudon County E-911 Center.
- L. Supply the Loudon County Commissioners with a yearly financial statement showing income and expenses during the past year, and to make available such reports to the County Mayor upon request.
- M. Be responsive to suggestions from the Loudon County Mayor, Commission, County Medical Examiner, as well as certified staff of emergency rooms and/or associated hospitals, so long as such requests do not violate this contract or any rule or regulation of the Tennessee Department of Health, Division of Emergency Medical Services.
- N. Contractor shall conduct itself and see that its employees conduct themselves in a professional manner and comply with all regulations, certifications, and provisions of the Tennessee Department of Health, Division of Emergency Medical Services at all times, and shall maintain all such required permits and licenses for ambulance service operation. If an employee shows inadequate, unprofessional, unethical or otherwise inappropriate behavior, it shall be the responsibility of the Contractor to take appropriate actions and upon failure to do so, the Loudon County Commission may terminate the contract pursuant to paragraph #13.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #11, H-N.

- O. Contractor shall hold Loudon County harmless and indemnify the County for all liability incurred by reason of negligent or intentional omissions of the Contractor or his employees.

The Contractor shall maintain the following minimum insurance coverage throughout the terms of the contract:

1. General Liability: \$2,000,000 for each Occurrence and \$5,000,000 Aggregate
2. Business Auto: \$5,000,000 Combined Single Limit (Any Auto)
3. Professional Liability \$2,000,000 per claim with \$5,000,000 Aggregate
4. Umbrella of \$3,000,000 each Occurrence (with underlying coverage for the GL, Auto WC, Professional)
5. Workers Compensation of \$1m/\$1m/\$1m

A Certificate of such insurance coverage shall be provided to the Loudon County Purchasing Department prior to contract approval.

Lifeguard Ambulance Service will comply with providing insurance coverage throughout the term of the contract, as mentioned in Section III: Scope of Work, #11, O: 1-5.

#11, O: 1-5: Lifeguard Ambulance Service's standard insurance coverage rates do not match the RFP verbatim; *however*, Lifeguard's per occurrence umbrella coverage surpasses the minimum requirements. Examples of Lifeguard's certificates of insurance are included on the following pages.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
 04/14/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER John F. Throne & Co. 601 Union Street, Suite 4551 Seattle, WA 98101-2362 CA Broker No.: 0B60818		CONTACT NAME: PHONE (A/C, No, Ext): (206) 622-3636 FAX (A/C, No): (206) 623-6286 E-MAIL ADDRESS:															
INSURED Lifeguard Ambulance Service LLC, Lifeguard Ambulance Service of Florida, LLC* (continued below) 209 State Highway 121 Bypass, Suite 11 Lewisville, TX 75067		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Arch Insurance Company</td> <td></td> </tr> <tr> <td>INSURER B :</td> <td></td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Arch Insurance Company		INSURER B :		INSURER C :		INSURER D :		INSURER E :		INSURER F :	
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INSURER B :																	
INSURER C :																	
INSURER D :																	
INSURER E :																	
INSURER F :																	

COVERAGES **CERTIFICATE NUMBER: 127** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		MAPK08381100	04/14/2014	04/14/2015	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		MAPK08381100	04/14/2014	04/14/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		MAUM08506400	04/14/2014	04/14/2015	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N N / A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability		MAPK08381100	04/14/2014	04/14/2015	\$1,000,000 Each Medical Incident Limit \$3,000,000 Annual Aggregate Limit

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 *Lifeguard Ambulance Service of Texas, LLC

CERTIFICATE HOLDER Lifeguard Ambulance Service LLC, Lifeguard Ambulance Service of Florida, LLC, Lifeguard Ambulance Service of Texas, LLC 209 State Highway 121 Bypass, Suite 11 Lewisville, TX 75067	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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12. **LEGAL COMPLIANCE:** The Contractor agrees to comply in all respects to the Fair Labor Standards Act and all other regulations promulgated by the US Department of Labor, Equal Employment Opportunity Commission, or other federal or state regulatory agencies.
13. **TERMINATION OF CONTRACT:** If, during the term of this contract, the Contractor fails to provide the contracted services for any reason including, but not limited to: mere refusal to perform, substandard employee performance, consistent poor response times, loss of certifications; and, if, in the opinion of a majority of the Loudon County Commission, the poor performance of such services or ambulance equipment creates a danger to the well-being of the citizens of Loudon County, the Loudon County Commission may terminate this contract with thirty-day (30) day written notice, and shall have the power to immediately pursue a contract for replacement services.
14. **PERFORMANCE BOND:** The successful Contractor shall be required to provide a performance bond or irrevocable letter of credit for two hundred and fifty thousand dollars (\$250,000) to ensure the faithful performance of the contract with Loudon County. The Contractor shall provide and pay for all costs related to this bond.
15. **EMS PERSONNEL:**
- A. Each paramedic (EMT-P) will obtain and maintain, at a minimum, certification and licensing as follows:
- (1) A valid Tennessee Driver's License with F endorsement, or equivalent,
 - (2) A valid Tennessee Paramedic License,
 - (3) American Heart or Red Cross CPR training for all levels of care,
 - (4) Advanced Cardiac Life Support, Pre-hospital Pediatric Advanced Life Support, Pre Hospital Trauma Life Support or advanced Basic Trauma Life Support.
- B. Each Emergency Medical Technician (EMT) will obtain and maintain certification and licensing as follows:
- (1) A valid Tennessee Driver's License with F endorsement,
 - (2) A valid Tennessee EMT license,
 - (3) American Heart or Red Cross CPR training for all levels of care.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #12-15.

16. **REFERENCES OF PRIOR BUSINESS:** Contractors submitting a Proposal shall include no less than three references of public or private agencies for which the Contractor has provided Ambulance Service in the past 10 years. These references shall include dates of service, name, physical address, and phone number of each agency. The proposer should also present the company's mission statement and a narrative of the company's history.

In compliance with Section III: Scope of Work, #16, Lifeguard Ambulance Service has provided a list of references below, along with an additional reference letter on the following page.

Spring Hill, Tennessee

January 2011 – Present

Victor Lay, *City Administrator*

615.248.6307

vlay@springhilltn.org

199 Town Center Parkway

Spring Hill, Tennessee 37174

East Ridge, Tennessee

January 2007 - Present

Mike Williams, *Fire Chief*

423.867.7516

mwilliams@eastridgetn.gov

4214 Ringgold Road

East Ridge, Tennessee 37412

Santa Rosa County, Florida

August 2007 – Present

Brad Baker, *Emergency Management Director*

850.983.5360

bradb@santarosa.fl.gov

4499 Pine Forest Road

Milton, Florida 32583

Reference Letter: East Ridge Fire Chief



City of East Ridge
Fire Rescue – Codes Enforcement
4214 Ringgold Road, East Ridge, Tennessee 37412

Chief's Office
(423) 867-7516
Fire Administration
(423) 867-7100
Fax (423) 867-9418

Mike Flynn
Deputy Chief, Fire
mflynn@eastridgetn.gov

Kenny Custer
Fire Marshal
kcuster@eastridgetn.gov

Mike Williams
Fire Chief
MWilliams@eastridgetn.gov

To whom it may concern,

The City of East Ridge has a population of more than 20,000. Our fire department answers more than 4000 calls a year, of which approximately 80% are EMS related. We have four ambulance services on our rotation, and Lifeguard Ambulance Service is one of these services. Lifeguard has been working with the City of East Ridge for many years with no complaints against their service. Lifeguard Ambulance Service is well respected for their care of our citizens and visitors. We are proud to have this service providing assistance to our community; I would recommend this service to any other agency.

Sincerely,



Mike Williams
Fire Chief / City EMS Coordinator
City of East Ridge
12-4-2014

-
17. **BILLING RATES:** Contractor shall set all billable rates within reasonable limits, which shall be comparable to the counties bordering Loudon County. The Contractor shall maintain a current billing schedule on file and available upon request from Loudon County. Fees for service from the Contractor shall be paid by the end user (i.e. patient) and not Loudon County. The Contractor shall honor existing subscriptions until the expiration date is met.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #17 with the exception of the existing subscription program.

Lifeguard Ambulance has also included its rate structure for 2015 in response to #22, 11. However, Lifeguard will not be able to honor the existing subscriptions, as they are legally between the current contracted provider and the citizens of Loudon County.

18. **RESPONSE TIME:** Response time shall be measured from the time when E-911 Communications Center notifies the ambulance service until the time the ambulance service arrives at the indicated address. Ninety percent (90%) of all emergency responses shall be performed in 10 minutes or less. Exemptions may be made to response time standard when severe weather creates greater risk to EMS personnel. Geographic outliers will exist and will be pre-identified. The EMS provider will document a response to each and every call for service that exceeds a response time of 14 minutes. This report of response times will be presented quarterly to the EMS response board appointed by the Mayor and County Commission.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #18.

19. **DISPATCHING:** All emergency calls shall be dispatched through Loudon County E-911. Administrative and non-emergency calls can be dispatched and coordinated through the Contractor's own network or system so as not to unnecessarily burden the E-911 system. Notification of every emergency and non-emergency call responded by an ambulance will be logged with the E-911 Center. The EMS Contractor shall propose a fee, which it shall pay for all dispatching services provided to it through the E-911 Center. This fee shall be paid to Loudon County annually as agreed upon in contract.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #19.

Upon award of the contract, Lifeguard Ambulance would like to define a dispatch scope of services regarding EMS and would agree to pay a dispatch fee not to exceed \$24,000 annually.

20. **AMBULANCE STATIONS AND FACILITIES:**

Loudon County currently owns (1) one station which is located at 115 Sugarlimb Road, Loudon, Tennessee. This location will be available for use at no cost to the provider. Maintenance, insurance and custodial services for that station shall be the responsibility of the Contractor.

1. Contractor shall provide a daily schedule of ambulances available and the shift they are available to the E- 911 center. Any changes to the available units must be communicated immediately to the E-911 staff.
2. Contractor must provide GPS units for the E-911 center to monitor their up to the minute location.
3. GPS system must integrate with the current system operated by the E-911 center. Any cost associated with integration will be the responsibility of the contractor.
4. Contractor must have a supervisor on duty with the contact number provided to the E-911 center 24 hours a day 7 days a week.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #20, 1-4.

#20, 2: Lifeguard Ambulance utilizes an Automated Vehicle Location (AVL) navigation system, combined with the Nextraq navigation software. An example of the Nextraq screen, viewed by dispatchers, is located on page 15 in “The Lifeguard Difference: Innovative Technology” section.

21. ADDITIONAL INFORMATION

1. Any provision/rule/regulation or statement of this contract that is in conflict with the rules/regulations, statements or provisions of the Tennessee Department of Health, Division of Emergency Services is superseded by such.
2. Each Contractor submitting a proposal shall base such proposal on “Class A” service requirements in accordance with TCA General Rules, Chapter 1200-12-1.

Lifeguard Ambulance Service complies with the guidelines set forth in Section III: Scope of Work, #21.

22. OTHER REQUESTED INFORMATION

Other General Information to be provided by vendors submitting proposals:

Lifeguard Ambulance Service has provided answers to the questions in Section III: Scope of Work, #22, 1-12, on the following pages.

1. What is your standard hiring process?

Lifeguard Ambulance seeks to hire highly qualified individuals and utilizes several recruiting methods, including online, print publications, and employee recommendations. Applicants must meet the local requirements for state licensing and certifications. Qualifying individuals are given structured interviews, thus creating a level hiring process.

The selected applicants/interviewees will be offered jobs contingent upon satisfactory completion of reference checks, criminal background checks, clinical license verification, drug screening, and motor vehicle driving history. Once the checks and verifications are completed, an applicant may accept the job offer. At that time, the individuals must complete the new

hire orientation and ride-alongs with a field training officer in order to be cleared to work as an EMT or paramedic on the ambulance.

Furthermore, Lifeguard is an equal opportunity employer. As part of Lifeguard's compliance with federal Equal Employment Opportunity and Affirmative Action regulations, Lifeguard makes employment decisions without regard to race, religion, color, national origin, citizenship, sex, veteran's status, age, or disability status. Additionally, Lifeguard takes affirmative steps to employ and advance in employment of qualified protected veterans and qualified individuals with disabilities. Lifeguard further takes steps to assure its compliance with the requirements of the following: Executive Order 11246 (and its implementing regulations at 41 C.F.R. part 60), The Vietnam Era Veterans Readjustment Assistance Act of 1974, as amended (and its implementing regulations at 41 C.F.R. 60-300), Section 503 of the Rehabilitation Act of 1973, as amended (and its implementing regulations at 41 C.F.R 60-741), and Executive Order 13496 (and its implementing regulations at 29 C.F.R. part 471, Appendix A to Subpart A).

2. What is your field training process for new hires? How will employees be provided with geographical knowledge of Loudon County, as well as locations of all medical facilities?

All new-hire team members are required to complete Lifeguard's new hire orientation program. Classroom training includes protocols, clinical review, safety program, equipment training, customer service and AIDET, along with human resources employee handbook, sexual harassment and other discriminatory harassment training. Additionally during new hire training, new team members must also complete Smith System driving and be able to demonstrate successful EVOC procedures.

The new hire orientation also includes training under the instruction and mentoring of Lifeguard's field training officers for a minimum of five 12-hour shifts. The FTOs also conduct geographical training during their ride-alongs with newly hired employees. Furthermore, once new hire paramedics complete the required ride-alongs with the FTOs, they are interviewed by Lifeguard's medical director, Dr. Kim Landry, in order to be cleared clinically to work without the direct supervision of an FTO.

3. What employee benefits will you offer?

All fulltime employees within Lifeguard Ambulance are eligible for company benefits; certain insurance benefits are also extended to eligible dependents. Benefits include PTO, company-paid life insurance, health insurance, dental coverage, vision coverage, voluntary life, short term disability, long term disability, accident, critical illness, prepaid legal and identity theft protection, and access to a company paid employee assistance program.

Furthermore, Lifeguard has included a benefits chart on the following page.

DENTAL	In-Network
Preventative Waiting Period: None Calendar Year Deductible: None	100%
Basic Waiting Period: None Calendar Year Deductible: None	80%
Major Waiting Period: None Calendar Year Deductible: None	50%
Orthodontics Children to Age 19	50%
Maximum Benefit	\$1,250
Ortho Maximum	\$1,250
Out of Network Reimbursement	Fee Schedule

BASIC LIFE AND AD&D Company Paid	Benefit Amount
Employee	\$50,000
LifeKeys: Online will & testament preparation service, identity theft resources and beneficiary assistance support for all employees and eligible dependents covered under the Group Term Life and/or AD&D policy.	
TravelConnect: Travel assistance services for employees and eligible dependents traveling more than 100 miles from home.	

VOLUNTARY LIFE AND AD&D	Benefit Amount (Includes LifeKeys and TravelConnect)	Min/Max Guarantee Issue
Employee	\$10,000 to 5x Annual Salary	\$10,000 \$300,000 \$200,000
Spouse	\$5,000 to 50% employee benefit	\$5,000 \$150,000 \$30,000
Child(ren)	\$250-\$1,000 - 14 days to 6 months \$1,000-\$10,000 - 6 months to age 19 (Students to age 25)	\$1,000 \$10,000 \$10,000

VISION Humana/CompBenefits www.MyCompBenefits.com	In-Network	Non-Network Allowance
Eye Exam	\$15 Co-Pay	\$35
Lenses Single Bifocal Trifocal Lenticular	\$15 Co-Pay \$15 Co-Pay \$15 Co-Pay \$15 Co-Pay	\$25 \$40 \$60 \$100
Frame	\$45 Wholesale	\$45 Retail
Contact Lenses – In Lieu of lenses/frame Elective; Fitting, follow-up & lenses) Medically necessary	\$130 Max Covered in Full	\$130 Max \$210 Max
Lasik Conventional LASIK CustomLASIK CustomLASIK plus Bladeless LASIK	\$895/eye \$1,295/eye \$1,895/eye	No Benefit
Service Frequency Vision Exam Lenses Frames	Once every 12 months Once every 12 months Once every 24 months	
Discounts <ul style="list-style-type: none"> 20% discount: 2nd pair of eyeglasses 15% discount: fees for elective contact lenses 		

DISABILITY	Elimination Period	Benefit not to exceed 60% of salary	Premium Waiver
Short Term: 52 weeks	Accident: 1 st Day Illness: 8 th Day	Weekly: \$100 increments Minimum: \$100 Maximum: \$2,500	Yes
Long Term: Later of age 65 or Social Security Normal Retirement Age	360 Days	Monthly: 60% up to \$6,000	Yes

4. Specifically illustrate how you will abide by Loudon County's Ambulance Guidelines, including dispatch, billing, medical director, base of operations, etc.

Lifeguard Ambulance has been serving multiple communities throughout Tennessee for more than a decade and has followed all Tennessee ambulance requirements. If Lifeguard is selected as the ambulance service provider for the county, it would also follow the Ambulance Guidelines established by Loudon County.

In order to establish a base of operations within Loudon County, Lifeguard will utilize the station offered by the county as its central command center; this base will not only provide a location to train and develop our staff, but also allow for each unit to be cleaned, stocked and housed in one central location. Furthermore, Lifeguard would rely on its regional presence for additional support, should an emergency situation arise, causing an increase in ambulance volume.

Lifeguard has established internal guidelines regarding its medical director, billing, and dispatch services. Unlike many ambulance services, Lifeguard employs a fulltime medical director. Dr. Kim Landry is one of the top medical directors in the EMS industry, and he takes an active role in communication, clinical progression, and quality assurance review. Additionally, Lifeguard maintains its own centralized communication center, LifeComm, which would manage all non-emergency transports for Loudon County. Following the guidelines set forth in the RFP, Lifeguard would utilize the E-911 Center for dispatching of all emergency calls. Along with internalizing dispatch, Lifeguard also utilizes its own corporate billing office, which is responsible for billing insurance, Medicare, Medicaid, and other third-party payors. As described in more detail in #10, Lifeguard outsources its patient pay to MedCo.

5. What is your policy to provide ambulances for special events, such as sporting events, county fairs, non-profit events, etc.?

Lifeguard provides dedicated standby services for emergency incidents that involve a potential danger to county personnel, other first responders, or the public at large. Additionally, Lifeguard provides courtesy standbys for high school varsity football games, county fairs, run/walks, non-profit events, and other community events as requested.

6. What Community Outreach have you participated in?

Lifeguard's customizable 911 System Model includes a commitment to community outreach. When Lifeguard joins a new community, it seeks ways to become more than the area's ambulance service provider, but to also be a community partner.

Some of Lifeguard's community outreach includes:

- Chamber of Commerce memberships
- Community CPR and First Aid Training
- Skills USA
- Event Standby Services

- Health Fairs
- Home for the Holidays
- Injury Prevention Programs
- Mock Demonstrations/Drills:
 - Multi-casualty motor vehicle accidents
 - Prom Promise: dangers of drinking and driving
 - Active shooter
 - Natural disasters, such as hurricane and tornado drills
- Public Service Announcements
- School Career Days, Ambulance Tours, CPR Training
- Rotary Club memberships
- Leadership speaking engagements
- Supporter of Big Brother, Big Sister organization
- Sponsorships for local charities/organizations, such as Boys and Girls Clubs

Lifeguard also encourages its team members, especially its leadership team, to find a way to give back to the community, whether it is joining local volunteer organizations, assisting in adolescent/youth sports activities, or other areas of service. The goal is for team members to find a cause or service that they are passionate about and dedicate some of their time to it.

7. What is your standard ambulance maintenance and rotation policy?

Lifeguard has implemented multiple maintenance procedures and standards to ensure the proper maintenance of its equipment and vehicles. *As a result of its proactive and aggressive fleet maintenance department, Lifeguard's equipment and unit critical failure rates are significantly below the industry's average failure rates.*

Lifeguard Ambulance Service understands that situations may arise, where it needs to use its reserve fleet or backup equipment to meet a patient's needs.

The four key components of Lifeguard's fleet maintenance program are:

- Vehicles and equipment are only serviced by companies that are qualified and whose mechanics have previous experience working on such equipment.
- Preventative maintenance is performed at 5,000 mile increments for all vehicles.
- At its regional maintenance headquarters, Lifeguard employs fulltime mechanics that have been trained to repair emergency vehicles and stretchers. Lifeguard will partner with local qualified maintenance facilities for any routine maintenance, such as oil changes.
- EMTs/paramedics perform daily checks of the vehicles at the start of each shift, including fluid checks and light/signal tests.

Additionally, Lifeguard's field crews are required to perform daily vehicle checks at the start of each shift. This information is documented through their onboard "Toughbooks" and sent directly to the director of fleet maintenance department. Furthermore, Lifeguard utilizes the

program Fleet Pro to track all related repairs and services to its entire corporate fleet. This program provides the fleet maintenance team with weekly updates as to which ambulances need routine maintenance, allowing the local operations to make provisions to have a backup unit accessible during the scheduled maintenance.

8. What is your procedure for handling complaints about ambulance service?

Lifeguard realizes that by providing a service, complaints or disputes may arise from time to time; therefore, it is important to understand what the perceived impression is from patients, the healthcare industry, and the community at large. As the contracted provider for Loudon County, Lifeguard will continually seek ways to improve its services through feedback questionnaires, complaints, and compliments. Lifeguard receives feedback through a "contact us" section on its website, along with direct communication from patients, community members, healthcare professionals, or government officials to its leadership team. Upon receipt of a complaint or dispute, Lifeguard will review the situation from the external perspective, in addition to the internal one, and make modifications or updates to its processes as necessary.

Furthermore as part of its commitment to community, Lifeguard utilizes several customer service components of the world-renowned, healthcare customer service expert, Studer Group. One such component is the post-transport callback, where the ambulance crew contacts the patient a few days after transport to simply check on him or her. No billing or insurance information is discussed; this program is designed simply to remind both the patient and the crew that the customer's wellbeing is the reason Lifeguard exists.

Lifeguard also utilizes a customer relationship management (CRM) program to further track and monitor complaints, suggestions, disputes, and resolutions from other healthcare partners. The system allows Lifeguard to see the thread of communication from the point of contact through the resolution or a modification to processes as applicable.

9. What other additional services will you provide to Loudon County citizens?

Lifeguard Ambulance Service commits to being more than a transportation service but seeks to be a community partner. Lifeguard's customizable 911 system model enables it to create additional community programs and services based on the specific needs of a county or city. Upon award of the contract, Lifeguard will assess the community's need for safety and welfare programs (example: Fall Prevention program), a paramedic quick response, and critical care transport unit. Additionally, Lifeguard will invest in innovative technologies to further strengthen the EMS system in Loudon County, as well as other community outreach initiatives.

10. What is your bad-debt, private-pay collection process?

Lifeguard outsources all private pay accounts through MedCo, a billing service specializing in the collection of payments from both the uninsured, as well as insured patients with balances

remaining after insurance payment. In order to ensure all patients have been properly notified of balances due, MedCo operates extended hours including Saturday mornings and attempts to contact each patient a minimum of three times. Once in contact with the patients, MedCo will apply any discounts based on the patient’s ability to pay as well as set up payment plans so that any remaining balance can be paid off within six months. If the account remains inactive for 90 days, it then goes to Unified Financial Management System, UFMS, for bad debt collection. Once UFMS receives the account, it is then written off to a zero balance. All payments received from that point forward are processed through UFMS.

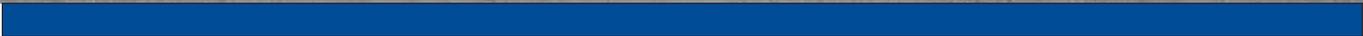
11. Provide a detailed account of your current rate structure and rate increase history.

Each year, Lifeguard evaluates its rate structure to determine if any adjustments need to be made. Based on industry trends and standards, Lifeguard was able to maintain the same rates established in 2012 through 2014, without requiring an increase. However, in order to ensure Lifeguard can continue to invest in the most innovative technology, provide state of the art equipment, and employ the most qualified staff, Lifeguard has chosen to increase its rates by 3% for 2015. The rate structure for 2015 is detailed in the following chart.

Charge Description	Lifeguard’s 2015 Rates
Mileage	\$ 15.75
ALS Non-Emergency	\$ 695.25
ALS Emergency	\$ 701.05
BLS Non-Emergency	\$ 573.59
BLS Emergency	\$ 608.35
ALS-2	\$ 811.13
SCT	\$ 927.00

12. If selected, how long will it take to be fully operation?

Lifeguard Ambulance Service would seek to be operational at the beginning of January 2015, contingent upon state licensing, specifically for Loudon County per state guidelines. Furthermore, Lifeguard would temporarily utilize employees from its nearby Tennessee operations until local employees are hired and complete orientation.



PRIORITY™
A M B U L A N C E

PROPOSAL TO:

**LOUDON COUNTY FOR
AMBULANCE SERVICE PROVIDER
BID NUMBER: 2014-333**

DECEMBER 11, 2014



Our Community is Our Priority.

At Priority Ambulance, our top priority is the health and safety of our communities.

This commitment goes beyond providing the community with the highest standard of medical care, state-of-the-art vehicles and the latest lifesaving equipment. It means hiring the best local EMTs and paramedics who know and understand the community they serve, and it means investing in the causes and organizations that make a difference in the quality of life for the residents.

We treat our patients as we would treat our family. The majority of our highly qualified EMTs and paramedics have lived or worked in Loudon County for years, serving their friends and neighbors. Our Loudon County management team members are **lifelong residents** of the county with decades of experience managing ambulance services in Loudon County and throughout East Tennessee.

Priority Ambulance already is working with the Loudon County E-911 Center and other first responder agencies as the preferred ambulance service provider to the cities of Lenoir City and Loudon ensuring every citizen has access to high-quality, efficient pre-hospital medical care.

Through open communication and excellent service, we have built **trusted relationships** with first responder agencies in Loudon County, including Loudon County E-911, Loudon County Emergency Management Agency, Lenoir City Fire Department, Loudon Fire Department and Greenback Fire Department, among others. We work together to create an **effective, community-wide emergency response network** to handle any critical situation.

At Priority Ambulance, **we become a part of the fabric of the community** and are committed to supporting local events, causes and organizations. Priority Ambulance already provides free standby service at athletic events at local schools, community events, festivals and parades, as well as complimentary CPR, first aid and other public safety training classes in the community.

At Priority, our community is our priority, and we appreciate the opportunity to renew and expand our high-quality service and care to our friends and neighbors in Loudon County.

Bryan Gibson
CEO

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I. FORMS

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RFP FOR AMBULANCE SERVICE PROVIDER
BID NUMBER: 2014-333
OPENING DATE: DECEMBER 11, 2014

VENDOR INFORMATION

Vendor Shoals Ambulance LLC DBA Priority Ambulance

Address 910 Callahan Road, Suite 101

City Knoxville State TN Zip 37912

Contact Person Dennis Rowe
(Please Print)

Telephone Number (865) 214-5666 Fax Number (865) 249-6935

Email Address drowe@priorityambulance.com

Authorized By: (Please print) Bryan Gibson, CEO

Authorized Signature 

AFFIDAVIT OF COMPLIANCE

WITH

TENNESSEE CRIMINAL HISTORY RECORDS CHECK

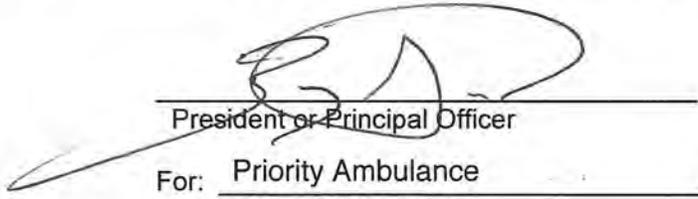
TENNESSEE CODE ANNOTATED, SECTION 49-5-413

(To be submitted with bid by contractor)

I, Bryan Gibson, president or other principal

Officer of Shoals Ambulance LLC DBA Priority Ambulance, swear or affirm that the Company
Name of Company

is in compliance with Public Chapter 1080 of 2008, codified at Tennessee Code Annotated 49-5-413, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 49-5-413.



President or Principal Officer

For: Priority Ambulance
Name of Company

STATE OF TENNESSEE }
COUNTY OF Knox }

Subscribed and sworn before me by Bryan Gibson

President or principal officer of Priority Ambulance

On this 5th day of December 2014

Shaun Fulco Hyver
Notary Public

My Commission expires: 9/11/17



Shaun Fulco Hyver

**LOUDON COUNTY GOVERNMENT
ATTESTATION
REGARDING THE USE OF ILLEGAL IMMIGRANTS IN THE
PERFORMANCE OF ANY CONTRACT**

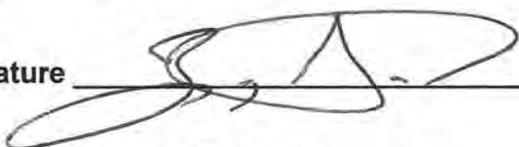
In compliance with the requirements of Chapter 878 Public Acts of 2006 (Tennessee Code Annotated 12-4-124), the undersigned Contractor/Vendor hereby attests, warrants and assures that it will not knowingly utilize the services of an illegal immigrant in the performance of this contract/purchase order and shall not knowingly utilize the service of any subcontractor who will utilize the services of an illegal immigrant in the performance of this contract/purchase order.

Name of Contractor/Vendor Shoals Ambulance LLC DBA Priority Ambulance

Federal ID Number or Social Security Number 45-4506713

Loudon County Contract or Purchase Order Number Bid #2014-333

Date Attested December 5, 2014

Signature  _____

Printed Name Bryan Gibson

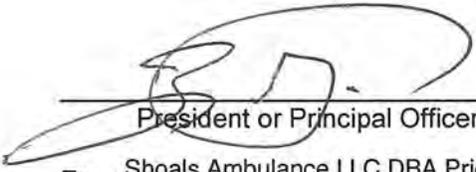
Title CEO

Note: Individual signing must have contractual authority to bind the entity.

**AFFIDAVIT OF COMPLIANCE
WITH
DRUG-FREE WORKPLACE REQUIREMENTS OF
TENNESSEE CODE ANNOTATED, § 50-9-113**

I, Bryan Gibson, president or other principal Officer

Of Shoals Ambulance LLC DBA Priority Ambulance, swear or affirm that the Company has a drug-free workplace program that complies with Title 50, Chapter 9, Tennessee Code Annotated, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 50-9-113.



President or Principal Officer
For Shoals Ambulance LLC DBA Priority Ambulance

Name of Company

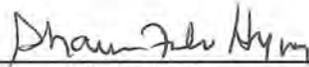
STATE OF TENNESSEE }

COUNTY OF Knox }

Subscribed and sworn before me by Bryan Gibson.

President or Principal Officer of Shoals Ambulance LLC DBA Priority Ambulance.

On this 5th day of December, 2014.



Notary Public

My commission expires: 9/11/17



Shaun Fulco Hyver

Non-Collusion Affidavit

State of Tennessee

Bid No. 2014-333

County of Loudon

Shoals Ambulance LLC

I state that I am CEO of DBA Priority Ambulance, the firm that has submitted the attached Proposal and that I am authorized to make this affidavit on behalf of my firm, and its owners, directors, and officers.

I state that:

1. I am fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
2. The RFP of my firm is submitted in good faith and is not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties including this affiant.
3. Neither its officers, directors, partners, owners, agents, representatives, and employees are are not currently under investigation by any governmental agency and have not in the last three years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

I state that Shoals Ambulance LLC DBA Priority Ambulance, understands and acknowledges that the above representation are material and important and will be relied on by Loudon County Government in awarding the contract(s) for which this bid is submitted, I understand and my firm understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from Loudon County Government true facts relating to submission of bids for this contract.

[Signature] CEO
(Name and Company Position)

SWORN TO AND SUBSCRIBED
BEFORE ME THIS 5th DAY
OF December, 18 2014

Shaun Fulco Hyver
NOTARY PUBLIC
My commission Expire 9/11/17



Shaun Fulco Hyver

II. SECTION I: GENERAL TERMS AND CONDITIONS

1. **NO CONTACT POLICY:** After the date and time that the Service Provider receives this solicitation, any contact initiated by any Ambulance Service Provider with any Loudon County representative, other than the Purchasing Director, Joan Lovelace, or her designee, concerning this bid is strictly prohibited. Any such unauthorized contact may cause the disqualification of the service provider from this procurement transaction.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

2. **ADDITIONAL INFORMATION:** ALL requests for additional information **MUST** be routed to the Loudon County Purchasing Office, Joan Lovelace or Susan Huskey at 865-458-4663 or emailed to LovelaceJ@loudoncounty-tn.gov

Priority Ambulance will comply with all proposal process regulations and contract requirements.

3. **CONFLICT OF INTEREST:** Vendor, by submitting a signed proposal, certify that ***no gratuity of any kind and no part*** of the total contract amount provided herein shall be ***paid directly or indirectly to any officer or employee of Loudon County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Vendor in connection with any goods provided or work contemplated or performed relative to the agreement.*** A breach of ethical standards could result in civil or criminal sanction and/or debarment or suspension from being a supplier, contractor or subcontractor under County contracts.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

4. **NON-COLLUSION:** The enclosed proposal shall not be the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Tennessee or United States law. Bidders must submit with their proposal the enclosed Non-Collusion Affidavit.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

5. **CRIMINAL HISTORY BACKGROUND CHECK:** Any successful vendors, vendor employees, and any vendor sub-contractors and its employees must submit to a criminal history records check, at vendor's expense, conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation prior to permitting the employee to have contact with students or enter school grounds when students are present. Reference Tennessee Code Annotated Section 49-5-413.

Priority Ambulance will comply with all contract requirements.

Priority Ambulance currently performs criminal background checks upon hire for all employees utilizing WOLFE, Inc., which specializes in custom background screenings and drug testing in compliance with state and national laws. WOLFE is a member of the National Association of Professional Background Screeners (NAPBS).

6. **ILLEGAL IMMIGRANTS:** In compliance with the requirements of Chapter 878 Public Acts of 2006 (Tennessee Code Annotated 12-4-124) addressing the use of illegal immigrants in the performance of any contract to supply Goods or Services to Loudon County, shall be a material provision of this contract, a breach of which shall be grounds for monetary and other penalties, up to and including termination of this contract.

For the purposes of this contract, “illegal immigrant” shall be defined as any person who is not either a United States Citizen, a lawful permanent resident, or a person whose physical presence in the United States is authorized or allowed by the Department of Homeland Security and who, under Federal Immigration laws and/or regulations, is authorized to be employed in the U.S. or is otherwise authorized to provide services under the contract.

Priority Ambulance will comply with all contract requirements.

Priority Ambulance uses E-Verify system to verify that all staff hired are legal residents.

7. **NON-DISCRIMINATION:** Contractor agrees that no person on the grounds of handicap, age, race, color, religion, sex or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this agreement, or in the employment practices of Vendor. Contractor shall upon request show proof of such nondiscrimination, and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination. Contractor covenants that it complies with the Fair Wage and Hour Laws, the National Labor Relations Act, and other federal and state employment laws as applicable. Contractor covenants that it does not engage in any illegal employment practices.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

See Appendix 1 of this proposal for Priority Ambulance’s Nondiscrimination policy contained within the Employee Handbook.

8. **DRUG-FREE WORKPLACE:** It is the policy of Loudon County Government to operate in compliance with the Drug-Free Workplace Act of 1988. The unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace, on County premises is prohibited. Intoxication or use of alcohol while on duty is

also strictly prohibited.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

See Appendix 5 of this proposal for Priority Ambulance's Drug-Free Workplace.

9. **TITLE VI OF THE CIVIL RIGHTS ACT:** It is the policy of Loudon County Government that all its services and activities be administered in conformance with the requirements of Title VI – “Nondiscrimination in Federally Assisted Programs” –No person in the United States shall, on the ground of race, color, gender, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” 42 U.S.C. section 2000 et seq.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

Priority Ambulance is an equal employment opportunity employer. Employment decisions are based on merit, qualifications and business needs, and not on race, color, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation or any other status protected by law.

Priority Ambulance is committed to affirmative action as called for by applicable laws. Diversity of our workforce is valued and considered during the hiring process and promotional opportunities that will build on the strengths of our current workforce and enhance the diversity of our organization.

See Appendix 1 of this proposal for Priority Ambulance's Nondiscrimination Policy and Employee Handbook.

10. **PROPOSER'S QUALIFICATIONS:** Proposers must provide satisfactory evidence of their ability to furnish these services in accordance with the terms and conditions of these specifications. The County may make investigations as are deemed necessary to determine the ability of the Proposer to perform the work, and the Proposer shall furnish all such information and data for this purpose as the County may request. Loudon County will make the final determination as to the Proposer's ability. The County reserves the right to reject any proposal if the evidence submitted by, or investigation of such Proposer fails to satisfy the County that such Proposer is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.

In this proposal, we will demonstrate Priority Ambulance's ability to provide the services listed in accordance with the terms and conditions of the RFP specifications.

Through the proposal and contracting process, Priority Ambulance will provide licenses, permits, reports and other information as requested by Loudon County. Priority Ambulance will comply with all proposal process regulations and contract requirements.

11. **RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS:** It is the responsibility of the prospective Proposer to review the entire request for proposal packet and to notify the Purchasing Office if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or questions regarding the specifications or proposal procedures must be received in the Purchasing Department not less than seventy-two hours prior to the time set for proposal opening.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

12. **SIGNING OF PROPOSAL FORMS:** Vendors are to complete the proposal forms contained in the proposal package. Failure to complete the proposal forms may result in proposal rejection.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

13. **SUBMISSION OF PROPOSAL:** Loudon County does not accept telegraphic or electronically transmitted proposals. Proposal shall be enclosed in a sealed envelope and delivered to the Loudon County Purchasing Department, 100 River Road, Suite 110, Loudon, Tennessee 37774. The Proposer shall show on the outside of the envelope proposal name.

At the specified date and time, the names of proposers submitting proposals will be read aloud but information in the proposals will not be made public until after the evaluation process and an award is made, at which time all proposals will become available for public viewing. Late proposals will not be accepted.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

14. **INFORMED BIDDER:** Bidders are expected to fully inform themselves, by personal examination or by such other means, as they prefer, as to the conditions stated in the bid document and the accuracy of pricing submitted. Failure to do so will be at the bidders own risk, and they cannot secure relief on the plea of error.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

III. SECTION II: OBLIGATIONS, RIGHTS & REMEDIES

These terms and conditions shall be part of the contract. Loudon County reserves the right to negotiate other terms and conditions it deems appropriate and necessary under the circumstances to protect the public's trust.

1. **MODIFICATIONS OR AMENDMENTS:** This contract resulting from this proposal may be modified only by a written amendment executed and signed by all parties hereto and approved by the appropriate Local Government agency officials in accordance with applicable local and state laws, charters, private acts, codes, rules, policies, and regulations. Modifications or amendments shall not be binding on Loudon County without the prior written approval of the County Purchasing Agent.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

2. **REMEDIES:** Loudon County shall have all rights and remedies afforded under the U.C.C. and Tennessee law in contract and in tort, including but not limited to rejection of goods, rescission, right of set-off, refund, incidental, consequential and compensatory damages and reasonable attorney's fees.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

3. **REJECTION OF PROPOSALS:** The County shall reject any proposal that is determined to be non-responsive. The County also reserves the right to reject the proposal of any Proposer who previously failed to perform adequately for Loudon County or any other governmental agency. Loudon County expressly reserves the right to reject the proposal of any Proposer who is in default on the payment of taxes, licenses, or other monies due Loudon County.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

4. **WAIVING OF INFORMALITIES:** Loudon County reserves the right to waive minor informalities or technicalities in the proposal when it is in the best interest of Loudon County.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

5. **POSTPONEMENT:** The County reserves the right to postpone the opening of any proposal under circumstances warranting such action, including but not limited to instances when the County receives fewer than two responses.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

6. **AWARD:** It is the intention of Loudon County to award this RFP to the most responsive, responsible proposer meeting specifications, who presents the service that is in the best interest of Loudon County. Loudon County reserves the right not to award this proposal.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

7. **AWARD PROTEST PROCEDURE:** Loudon County Purchasing Department has an established procedure concerning protest of awards. A complete copy of the Award Protest Procedure may be obtained by contacting the Purchasing Office. A vendor who believes there has been a problem with the process or decision should notify the Purchasing Department, in writing, within five (5) business days after notification of the award decision. Complaints received after five (5) business days of the award notification has been made will not be considered for review.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

8. **SEVERABILITY:** If any provision of this Contract is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

9. **COMPLIANCE WITH ALL LAWS:** By submitting a response to this RFP, the vendor commits to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of goods and/or services, and all instructions and prohibitive orders issued regarding this work and shall obtain all necessary permits.

Priority Ambulance observes and complies with all federal, state and local laws, statutes, ordinances and regulations and will maintain all necessary permits.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

10. **GOVERNING LAW:** The laws of the State of Tennessee shall govern this Contract, and all obligations of the parties are performable in Loudon County, Tennessee, regardless of any language in any attachment or other document that the Vendor may provide. Any legal action between the parties arising from this agreement shall be maintained in the Chancery Court and/or Circuit Court of Loudon County, Tennessee, and shall have exclusive

and concurrent jurisdiction of any disputes that arise hereunder.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

11. **DEFAULT:** If Contractor fails to perform or comply with any provision of this contract or the terms or conditions of any documents referenced and made a part hereof, Loudon County may terminate this contract immediately in whole or in part, and may consider such failure or noncompliance a breach of contract. Loudon County expressly retains all its rights and remedies provided by law in case of such breach, and no action by Loudon County shall constitute a waiver of any such rights or remedies. In the event of termination for default, Loudon County reserves the right to purchase its requirements elsewhere, with or without competitive proposal.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

12. **INDEMNIFY AND HOLD HARMLESS:** Contractor shall indemnify, defend, save and hold harmless Loudon County Government, its officers, agents and employees from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of Contractor, its subcontractors, suppliers, agents or employees. The County will not indemnify, defend, or hold harmless in any fashion the Vendor for any claims, regardless of any language in any attachment or other document that the Vendor may provide.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

IV. SECTION III: SCOPE OF WORK

GUIDELINES FOR AMBULANCE SERVICE PROVIDERS REGARDING CONTRACTED EMERGENCY/911 RESPONSE IN LOUDON COUNTY, TENNESSEE

Loudon County, acting by and through its County Commissioners (hereinafter called “Commission”), is empowered by Tennessee Code Annotated (“T.C.A.”) 7-61-101 to provide ambulance service to the public and/or to license, franchise, or contract for private operators or non-profit general welfare corporations to provide emergency ambulance service within the geographical limits of Loudon County, Tennessee (excluding the city limits of Lenoir City and Loudon) in order to protect the public’s health, safety and welfare. Loudon County has, under the authority of TCA 7-61-103, adopted Regulations for the Operation of Patient Transport Services (“Loudon County Ambulance Service Regulations”) and shall enforce such reasonable regulations to control private and non-profit ambulance services within Loudon County.

Loudon County is seeking the highest quality, most reliable Advance Life Support ambulance service available and under the agreement reached with said ambulance service, the relationship between Loudon County and the Contractor should always be one of cooperation and not conflict.

Unless otherwise stated in these guidelines, all proposals must adhere to Loudon County’s Ambulance Service Regulations, which may from time to time be amended by the Commission.

1. **PROPOSAL INTENT:** Loudon County has cause to solicit Requests for Proposals (RFP) from Ambulance Service providers (hereinafter “Contractor or Contractors”) to fulfill the obligations set forth within this document regarding the transportation of sick and injured persons on an emergency and non-emergency basis within Loudon County (excluding the city limits of Lenoir City and Loudon) and which are dispatched through the Loudon County E-911 Center. These proposals shall fulfill a contract to take effect upon the expiration of the present ambulance service contract on or about December 31, 2014.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

2. **GENERAL INFORMATION:** Each interested contractor must submit a proposal no later than 2 p.m. December 11, 2014. No late proposals will be accepted. Contractors are allowed and encouraged to submit alternate proposals in an effort for Loudon County to secure the highest quality service available. Loudon County reserves the right to negotiate with the Contractor providing the best and most reasonable proposal.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

3. **RFP SUBMISSION:** Proposals must be in a sealed envelope, labeled clearly on the outside “Ambulance Service Provider RFP” and addressed to:

ATTN: Joan Lovelace
Loudon County Purchasing Director
100 River Road, Suite 110
Loudon, Tennessee 37774

Priority Ambulance will comply with all proposal process regulations and contract requirements.

4. **EVALUATION:** The Loudon County Purchasing Committee shall evaluate and determine the best-submitted proposal. The Purchasing Committee will make a recommendation to the Budget Committee and Commission for approval. Loudon County Commission will authorize the Purchasing Director to enter into a contractual agreement for the specified services. All Contractors submitting proposals will be notified by mail or by telephone when the award is made. Loudon County may request oral presentations from any or all proposing Contractors, and shall be governed according to rules and time limits set forth by Loudon County.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

5. **SERVICE:** The County and Contractor contemplate that the Contractor shall act as an independent Contractor in the performance of duties incumbent upon the Contractor hereunder and shall render emergency and non-emergency ambulance service subject to the terms, conditions, restrictions, obligations, and regulations as established by the County, the Tennessee Department of Health, Division of Emergency Medical Services and any other governmental agency with jurisdiction over ambulance service.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

6. **REJECTION OF PROPOSALS:** Loudon County reserves the right to reject any or all proposals for any reason, or may withdraw this RFP for any reason, including for modifications, clarifications, etc.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

7. **TERMS OF CONTRACT:** The agreement reached between Loudon County and the Contractor shall become effective on or about **January 01, 2015**, and will have an initial term of 6 months so that it coincides with the expiration of the current agreements between Lenoir City and Loudon and their ambulance service providers. It is the goal of the

County to coordinate with the cities to ensure that there is coherent and seamless delivery of ambulance service through the Loudon County E-911 Center to all citizens of the County. Thereafter, any agreement reached with the County shall continue as fully binding upon both parties for a period of one (1) year and shall be renewed annually for up to five (5) years subject to the renewal and the termination provisions in paragraphs #8 and #13 below.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

8. **RENEWAL:** The agreement may be renewed at the end of each year for up to five (5) years, except where either party shall notify the other in writing no later than thirty days prior to the date of expiration of current contract year. Should Loudon County choose to re-bid the contract at the end of the term, it may do so for no other purpose than to secure the best interests of Loudon County and does not necessarily indicate unsatisfactory service from the Contractor.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

9. **ASSIGNMENT:** The Contractor may not sub-lease, sell, convey, assign, or otherwise transfer its interest in the contract without the official approval of the Loudon County Commission.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

10. **SUBCONTRACTING:** If the proposer intends to use subcontractors to fulfill any portion of the services requested, Contractors must detail the identity of the subcontractors and the services they would perform. Loudon County maintains the right to reject an award based on poor performance history of subcontractors.

Priority Ambulance will not use any subcontractors.

Priority Ambulance will comply with all proposal process regulations and contract requirements.

11. **DUTIES OF CONTRACTOR:** It shall be the duties of the Contractor under this agreement to do and perform the following:
 - A. Provide twenty-four (24) hours per day, seven (7) days per week, fifty-two (52) weeks per year, emergency and nonemergency ambulance service to any person with medical necessity requesting such service within the boundaries of Loudon County through the Loudon County E-911 Center.

Priority Ambulance will provide emergency and nonemergency ambulance services, twenty-four (24) hours per day, seven (7) days per week, fifty-two (52) weeks per year, to any person with medical necessity requesting such service within the boundaries of Loudon County through the Loudon County E-911 Center.

- B. Perform such ambulance service in an efficient, properly expedient, lawful and professional manner to accomplish the purposes for which this Agreement is entered into and to provide the ambulance services necessary to contribute to the health, safety and welfare of the citizens of the County.

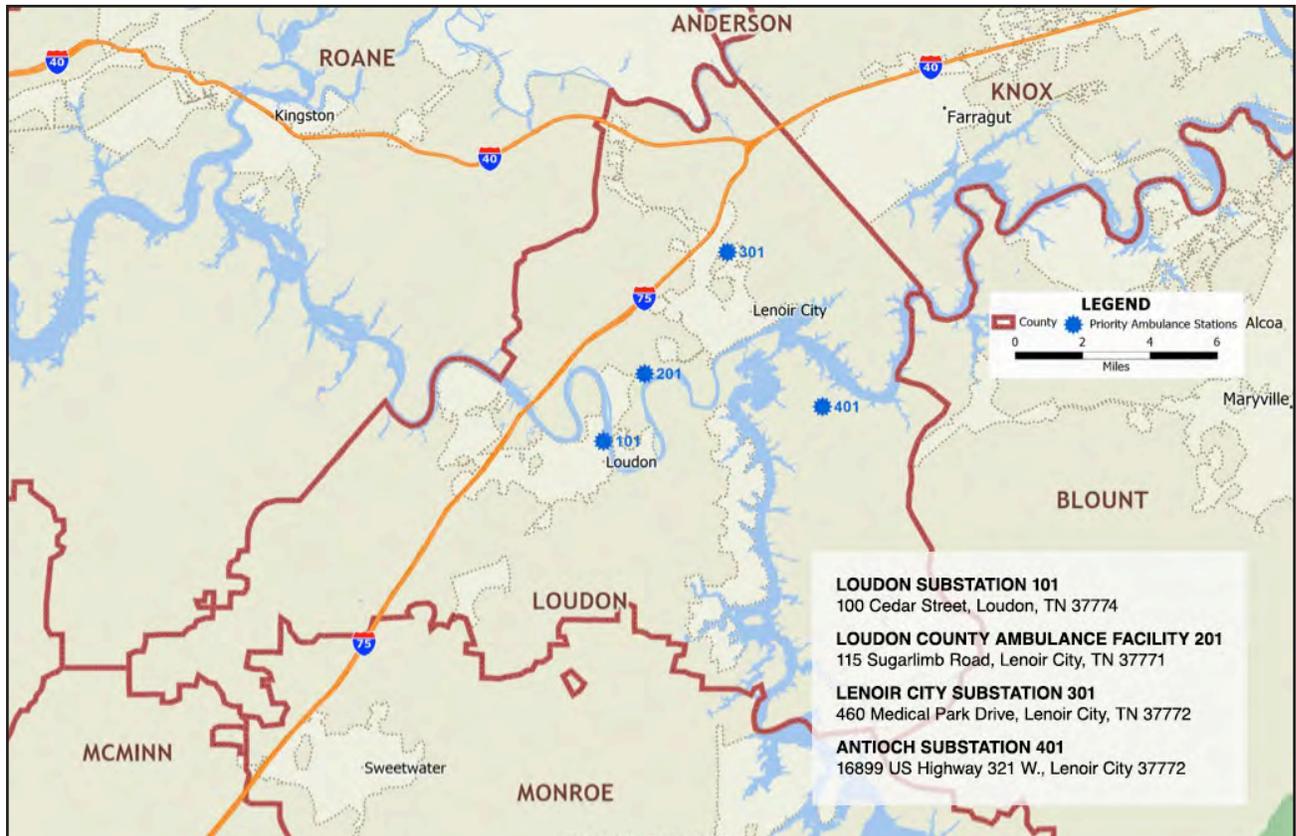
Priority Ambulance will perform all ambulance services in an efficient, properly expedient, lawful and professional manner to accomplish the purposes for which this agreement is entered into and to provide the ambulance services necessary to contribute to the health, safety and welfare of the citizens of the county.

Priority Ambulance's EMTs and paramedics are caring, highly trained professionals who will provide the highest level of emergency and nonemergency medical care to the citizens of Loudon County. Priority Ambulance is dedicated to protecting public health through proactive public safety education and collaboration with our partner first responder agencies. Priority Ambulance will conduct regular and ongoing evaluations of our emergency response system.

- C. Provide and maintain an adequate and sufficient force of personnel to provide the services herein contemplated in order to make immediate response to requests for ambulance services by anyone soliciting the same from a location within the boundaries of Loudon County, Contractor must provide:
1. A minimum of two (2) 24-hour Advanced Life Support (ALS) Units as defined by the Tennessee Department of Health, Division of Emergency Services with the location of these Units based on the needs of the community as agreed upon by the Contractor and Loudon County.

Priority Ambulance will provide three (3) 24-hour Advanced Life Support (ALS) ambulances as defined by the Tennessee Department of Health, Division of Emergency Medical Services for the purposes of this agreement to serve the citizens of Loudon County. Priority Ambulance will work with Loudon County E-911 and county officials to evaluate location needs for the community. Our initial proposal will include maintaining a base of operations at the Loudon County ambulance facility, located at 115 Sugarlimb Road, Lenoir City, TN 37771. Additionally, one 24-hour Advanced Life Support (ALS) ambulance will be located at our current station in the City of Loudon (100 Cedar Street, Loudon, TN 37774). One 24-hour Advanced Life Support (ALS) ambulance will be located at our current station in Lenoir City (460 Medical Park Drive, Lenoir City, TN 37772).

One Advanced Life Support (ALS) ambulance will be located in the Antioch area (16899 US Highway 321 W, Lenoir City, 37772). See Station Location Map in Appendix 2.



2. A required third (3rd) ALS Unit scheduled as a day truck a minimum of twelve (12) hours a day. The hours of this Unit shall be reviewed at a minimum every ten (10) weeks, or as deemed necessary by the Contractor or Loudon County.

This requirement would be fulfilled by Priority Ambulance as a 24-hour ambulance, rather than a 12-hour unit. This provides additional nighttime coverage to assure rapid response to the citizens of Loudon County.

3. A fourth (4th) staffed ALS Unit shall be made available when necessitated by demand.

Priority Ambulance will staff a fourth ambulance seven days per week, 12 hours per day from its Loudon County reserve fleet. This ambulance will post in priority locations based upon data analysis. These locations will be mutually agreed upon by Priority Ambulance and Loudon County in collaboration with Loudon County E-911 and local first responder agencies.

4. Each ambulance unit shall have the proper equipment to support such ALS operations.

Priority's Mercedes-Benz ambulances are the best emergency vehicles on the road and are equipped with the latest in lifesaving equipment. Priority Ambulance also will station a four-wheel-drive critical care ambulance in Loudon County with specialized equipment to handle patients requiring a higher level of medical care. Critical care ambulances are staffed with paramedics with additional training in intensive care during transport. This ambulance will be stationed at our substation adjacent to Fort Loudoun Medical Center and will be available to perform critical interfacility transports, as well as emergency transports.

Priority Ambulance exceeds the ALS equipment list as required by the Tennessee Department of Health, Division of EMS. Current additional equipment includes CPAP (continuous positive airway pressure) for severe respiratory distress, state-of-the-art ventilators and 12-lead EKG transmission. The medical director regularly reviews new technology, equipment, medical protocols and medications for recommendation and implementation.

5. A minimum of three (3) reserve units shall be immediately available to be utilized where a front-line unit is mechanically or otherwise unable to be utilized.

As requested and specified in this RFP, Priority Ambulance will station a total of six (6) ALS ambulances at our Loudon County stations to provide service to Loudon County.

6. Other additional units and staffing shall be at the discretion of the Contractor.

Priority Ambulance will station a four-wheel drive SUV advanced life support-equipped first response vehicle in Loudon County. Priority Ambulance will provide additional resources as demand indicates and for support during mass casualty and/or disaster incidents.

Priority Ambulance is the only national ambulance company headquartered in East Tennessee. At the company's national headquarters in Knox County, Priority Ambulance has additional resources, vehicles and personnel that will be dedicated, as needed, to ensure the highest level of care to Loudon County.

Priority Ambulance has seven Advanced Life Support (ALS) ambulances stationed in Knox County and three Advanced Life Support (ALS) ambulances stationed in Blount County available for mutual aid/direct response support of our Loudon County operations.

7. Such billing, clerical, dispatch and support staff to support such ALS services.

Billing and clerical services will be provided to Loudon County through Priority's regional office.

All emergency calls will be routed through Loudon County E-911. Priority Ambulance will work with Loudon County E-911 to determine the feasibility of integrating a CAD interface with the ultimate goal of decreasing the workload of the E-911 Center. Additionally, Priority Ambulance will continuously evaluate the dispatch system, along with the E-911 director and E-911 Board of Directors, to effectively reduce response times.

Information about Priority Ambulance's nonemergency services will be provided to hospitals, medical facilities, nursing homes, assisted living facilities and members of the community. Nonemergency calls will be routed through Priority's regional dispatch center.

See Dispatch Policy and Procedure on Appendix 11.

Priority Ambulance currently employs approximately 30 full- and part-time EMTs and paramedics to provide service to Loudon County. The majority of our employees have lived or worked in Loudon County for many years and are committed to serving their community.

Our front-line ambulance personnel is backed by a local management team of Jennifer Stanley and Dennis Rowe, both of whom are lifelong Loudon County residents with decades of experience managing ambulance services in Loudon County.

Full-time EMS director, Jennifer Stanley, will support ALS services in Loudon County. Stanley will serve as the liaison with Loudon County, Loudon County E-911 and first responder agencies. An emergency-equipped, four-wheel-drive first response vehicle will be dedicated full-time to the director for her use.



DENNIS ROWE
Director of Operations, East Tennessee

Dennis Rowe coordinates the day-to-day operations of Priority Ambulance medical transport service to Knox County and the surrounding areas. Dennis also oversees basic life support, advanced life support and critical care ambulance transports, as well as the Knox County communications centers.

Dennis has extensive experience in emergency services in

Tennessee. He spent 16 years at Rural/Metro, serving in Loudon County, Spring Hill, Blount County and Nashville. Previously, Dennis was the trauma coordinator for the Level One Trauma Center at the University of Tennessee Medical Center. He was actively involved in research publications, Trauma Center financial analysis and day-to-day operations. Before moving to the surgery department, Dennis was part of the UT LIFESTAR helicopter program startup team.

Dennis has served as president of the Tennessee Ambulance Service Association. He currently is serving as the president-elect on the board of the National Association of Emergency Medical Technicians. He has represented NAEMT on committees with the Centers for Disease Control, National Highway and Traffic Safety Administration, National Athletic Trainers' Association and others.

He has for many years been a member of the PreHospital Trauma Life Support course committee that is developing the eighth edition textbook. His teaching background is diverse and includes stints in Brazil, Greece, South Africa, Italy, Japan, France and Germany. He has delivered more than 1,000 presentations locally, regionally, nationally and internationally.



JENNIFER STANLEY
Operations Supervisor

Jennifer Stanley, operations supervisor for the cities of Lenoir City and Loudon, has more than 16 years of experience in the emergency services industry. She is a lifelong resident of Loudon County and graduated from Lenoir City High School.

Jennifer became interested in a career as a paramedic while riding along on a Fort Sanders EMS ambulance in Loudon County. She was hired full-time by Fort Sanders EMS after she received her

EMT license from Roane State Community College. She also earned a paramedic license from Tri-County Community College in North Carolina.

In 2003, she joined Rural/Metro when the company assumed operation of Loudon County 9-1-1. Jennifer served as Rural/Metro's operations manager of Loudon County for more than five years. During this time, she also oversaw McMinn County's dispatch center and nonemergency operations, as well as the emergency operation in Polk County.

While working in Loudon County, Jennifer was involved in numerous community events and projects, including a citywide Safety Day for all county and city schoolchildren to learn about bike and water safety. The event was coordinated with all of the emergency agencies, and approximately 500 kids attended.

Jennifer currently lives in Loudon with her son, Michael, and daughter, Katy.

8. At least one (1) EMT and one (1) EMT-Paramedic shall be on each emergency run (and such further requirements as defined by the State of Tennessee to maintain an “A” Classification. Contractor must maintain an “A” classification rating at all times.

Priority Ambulance will staff each Advanced Life Support (ALS) ambulance responding on an emergency run with a minimum of one Tennessee licensed EMT and one Tennessee licensed paramedic. Priority Ambulance will serve as the primary emergency provider at the advanced life support level.

9. Contractor will provide ALS ambulances for standbys at the following events at no charge to the County:
- A. High school football games, or sanctioned sporting events
 - B. Fire scene standbys for County Fire Departments
 - C. Law enforcement standbys
 - D. Community events, Arts and Crafts Fairs, School Safety Days, etc.
 - E. Participation in emergency drills

Priority Ambulance will provide standby emergency coverage for all events listed at no charge to Loudon County to the extent allowed by law. Provision of these services must meet local, state and federal laws, including federal anti-kickback regulations.

10. The Contractor shall also provide at no cost to the County:
- A. CPR courses for public safety, school and county personnel
 - B. First Responder training for public safety
 - C. Provide AEDs for county buildings (initiate a plan to phase them in)

Priority Ambulance has and will continue to provide community CPR courses. Additionally, Priority Ambulance will offer first responder training courses.

Priority Ambulance will work with Loudon County to develop a plan to install AEDs in county buildings and other public places. Priority Ambulance will implement the plan on an agreed upon timeline.

Priority Ambulance will provide these services to the extent allowed by law. Provision of these services must meet local, state and federal laws, including federal anti-kickback regulations.

11. The Contractor shall enter into mutual aid agreements with other jurisdictions to provide that Loudon County be never at a zero status. The Contractor shall also enter into mutual aid agreements with all other police, fire, and ambulance service agencies (if any) operating within Loudon County.

Priority Ambulance will participate in the 16-county regional mutual aid agreement and will work with first responder agencies operating in Loudon County. Priority Ambulance will work with Loudon County E-911 to develop a local contingency plan for mutual aid with emergency ambulance services in surrounding counties.

At the company's national headquarters in Knox County, Priority Ambulance has additional resources, vehicles and personnel that will be dedicated, as needed, to ensure the highest level of care to Loudon County.

Priority Ambulance has seven Advanced Life Support (ALS) ambulances stationed in Knox County and three Advanced Life Support (ALS) ambulances stationed in Blount County available for mutual aid/direct response support of our Loudon County operations.

12. Upon request of the County Mayor or Commission, the Contractor shall make available maintenance, trip logs, or other such records for each unit servicing the County.

Priority Ambulance will make maintenance, trip logs and other such records for each unit serving Loudon County available to the county upon request.

- D. Contractor will provide patient transport services to convalescent and indigent citizens, to and from the Loudon County Jail, as well as transport services for the County Medical Examiner when requested at no charge or at a discounted rate to the County, to be submitted with the proposal. Contractor will not discriminate in any way regarding race, color, religion, or creed when providing any service related to this contract. Contractor cannot refuse transport to any patient at any time for any reason to nearest appropriate medical facility.

In exchange for the dispatching services and garage space provided by the county, Priority Ambulance agrees to provide services to the county medical examiner and provide Loudon County Jail standby emergency coverage at no charge to Loudon County. Annually, this provision will be reviewed to ensure compliance with local, state and federal laws, including federal anti-kickback regulations, and the rate will be adjusted accordingly.

Priority Ambulance complies with Title VI of the Civil Rights Act and does not discriminate based on race, color, religion or creed. Priority Ambulance will not refuse transport to any patient with a medical necessity to the nearest appropriate medical facility.

- E. Establish, maintain, equip, and properly supervise a base of operations in a stable and fixed location within the boundaries of Loudon County, which shall be staffed and operated as directed by Loudon County Ambulance Service Regulations.

Priority Ambulance will establish, staff, equip and maintain its base of operations at the Loudon County ambulance facility, located at 115 Sugarlimb Road, Lenoir City, TN 37771. In addition, Priority Ambulance will provide three satellite stations in the City of Loudon (106 Cedar Street, Loudon, TN 37774), City of Lenoir City (460 Medical Park Drive, Lenoir City, TN 37772) and Antioch (16899 US Highway 321N, Lenoir City, TN 37772). See Station Map in Appendix 2.

- F. Have trained personnel who are familiar with the geography of Loudon County so that such personnel will have knowledge of roads, residences, and other landmarks of Loudon County in order to promote efficient response to requests for emergency ambulance services.

The majority of our Loudon County staff have lived or worked in Loudon County for years, and many are lifelong residents.

In Loudon County, Priority Ambulance currently uses the latest dispatch software, RescueNet Navigator. The Navigator system allows dispatchers in Loudon County E-911, as well as Priority dispatchers and supervisors, to visualize the ambulance network on an interactive map. All parties can access the ambulance status, routing information and patient information in real-time using GPS technology.

It also includes two-way electronic visual communication between dispatch and the ambulance (messages appear on screen from dispatch), which reduces distracting radio chatter, and turn-by-turn navigation for EMTs and paramedics. All of this increases the efficiency of emergency dispatch and leads to faster response times, which can save lives. The Navigator system is already in place and has proven effective. Priority Ambulance will work with Loudon County E-911 to continue to enhance the system.

As a backup to our technology, Priority will maintain printed 911 map books in each of our vehicles.

Additional training is provided to employees that are not current residents of Loudon County, including ride-along training with experienced crews, area familiarization and map books training. Geographical knowledge of new employees is checked by senior management upon completion of the training.

Priority Ambulance will work with the Tellico Village Fire Department to use its GPS markers for response within Tellico Village.

See Appendix 3 for RescueNet Navigator brochure and WATE-TV news story on Navigator system.

G. Ambulance Units

1. Contractor shall maintain its fleet in accordance with all applicable federal, state and local regulations. They shall be neat in appearance and properly maintained as to provide safe operation for staff and patients.

Priority Ambulance will station five Mercedes-Benz Sprinter Advanced Life Support (ALS) ambulances and a state-of-the-art critical care ambulance in Loudon County. All ambulances will meet the current federal KKK-A-1822 standard or successors, all Tennessee Department of Health ambulance standards and any local ambulance ordinances.

2. The Contractor must place one new Type I or III ambulance in service each year by the anniversary date of the contract.

All ambulances in Priority Ambulance's Loudon County fleet were purchased less than one year ago and are in pristine condition. Priority Ambulance agrees to present a detailed maintenance plan and replacement schedule to be mutually agreed upon by Loudon County and Priority Ambulance that meets or exceeds RFP standard.

3. The Contractor shall provide fuel, insurance and all maintenance for all units.

Priority Ambulance provides a nationwide fuel card system that allows Priority Ambulance employees to purchase fuel at stations across the country. This program is managed through Comdata, allowing local management to maintain detailed records and improve fuel efficiency.

Maintenance on all vehicles owned by Priority Ambulance is performed at certified dealers by mechanics with factory training and certification from the original motor vehicle equipment manufacturer or the equivalent certification for emergency vehicle technicians.

Priority Ambulance will meet or exceed all insurance requirements requested by Loudon County.

4. Ambulances either owned or utilized by the Contractor for services in Loudon County, must have the Contractor's company logo and name displayed on the ambulance in accordance with law and may have the name "Loudon County" displayed in such a way as to inform the public it is Loudon County's contracted EMS 911 provider. It may be written in a smaller font and less conspicuous as compared to the company logo or name.

Priority Ambulance will display “Loudon County” as requested, subject to approval by and compliance with Tennessee Department of Health, Division of EMS regulations regarding ambulance branding and markings.

5. The ambulances, at all times, must be in good standing with the Tennessee Department of Health, Division of Emergency Services and with the Loudon County Ambulance Service Regulations.

All Priority ambulances will be in good standing with the Tennessee Department of Health, Division of EMS and Loudon County ambulance service regulations.

- H. Provide adequate, safe, skilled and efficient emergency medical care at the scene of any accident or illness or infirmity upon discovery thereof or upon request thereof and provide all medically necessary care during transportation of the patient to a hospital or other health care provider.

Priority Ambulance will provide the highest level of emergency medical care. Priority Ambulance’s medical direction is provided by Dr. Joe Holley, who also serves as medical director for the Tennessee Department of Health. Dr. Holley, working in conjunction with a local medical control, will ensure Priority Ambulance has the latest in lifesaving equipment and protocols to offer the best possible care to Loudon County residents.

See Priority Ambulance Clinical Protocols in Appendix 4.

- I. Provide insurance coverage for Unemployment Compensation and Worker’s Compensation as required by law on all of the Contractor’s employees.

Priority Ambulance provides insurance coverage for unemployment compensation and worker’s compensation for all employees.

- J. At all times, insist upon, enforce and maintain among all employees of the Contractor a standard of professional conduct to comply with all regulations, certifications requirements and ethical standards as established by the Tennessee Department of Health, Division of Emergency Medical Services, or any other regulatory agencies with jurisdiction over ambulance service.

Priority Ambulance operates a comprehensive training program emphasizing the importance of medical compliance, ethics and professional behavior.

See Employee Handbook in Appendix 1.

Priority Ambulance holds our EMTs, paramedics and all personnel to a high standard of excellence and expects them to conduct themselves as medical professionals and

upstanding members of the community. All reported incidents will be thoroughly investigated, and appropriate action will be taken. Unprofessional behavior is not tolerated. Priority Ambulance utilizes a progressive disciplinary process, up to and including termination.

See Employee Handbook on Appendix 1.

- K. Advertise the services of Contractor in such a way that access to the services of the Contractor will be available to the general public of the County by E-911 and in such a manner that complies with Loudon County Ambulance Regulations. Non-emergency phone numbers should be advertised to medical facilities to arrange transports. All transports, emergency and non-emergency, are to be logged through the Loudon County E-911 Center.

Priority Ambulance will continue to promote our services within the community and at medical facilities through advertising, marketing materials, website and appearances at local events. All transports will be logged through the Loudon County E-911 Center.

- L. Supply the Loudon County Commissioners with a yearly financial statement showing income and expenses during the past year and to make available such reports to the County Mayor upon request.

A yearly financial statement will be supplied to Loudon County commissioners and made available, upon request, to the county mayor on a confidential basis.

- M. Be responsive to suggestions from the Loudon County Mayor, Commission, County Medical Examiner, as well as certified staff of emergency rooms and/or associated hospitals, so long as such requests do not violate this contract or any rule or regulation of the Tennessee Department of Health, Division of Emergency Medical Services.

Priority Ambulance will meet with the Loudon County mayor, Loudon County Commission, Loudon County medical examiner and medical community on a regular basis to ensure all parties are working together to ensure the best medical care for Loudon County. Priority Ambulance will respond promptly to any suggestions or concerns from Loudon County.

- N. Contractor shall conduct itself and see that its employees conduct themselves in a professional manner and comply with all regulations, certifications, and provisions of the Tennessee Department of Health, Division of Emergency Medical Services at all times, and shall maintain all such required permits and licenses for ambulance service operation. If an employee shows inadequate, unprofessional, unethical or otherwise inappropriate behavior, it shall be the responsibility of the Contractor to take appropriate actions and upon failure to do so, the Loudon County Commission may

terminate the contract pursuant to paragraph #13.

Priority Ambulance will comply with all regulations, certifications and provisions of the Tennessee Department of Health, Division of Emergency Medical Services, and maintain required permits and licenses for ambulance service operation.

See Licenses and Permits in Appendix 7.

Priority Ambulance will ensure that all employees conduct themselves in a professional manner. All reported incidents will be thoroughly investigated, and appropriate action will be taken. Unprofessional behavior is not tolerated. Priority Ambulance utilizes a progressive disciplinary process, up to and including termination.

- O. Contractor shall hold Loudon County harmless and indemnify the County for all liability incurred by reason of negligent or intentional omissions of the Contractor or his employees. The Contractor shall maintain the following minimum insurance coverage throughout the terms of the contract:
1. General Liability: \$2,000,000 for each Occurrence and \$5,000,000 Aggregate
 2. Business Auto: \$5,000,000 Combined Single Limit (Any Auto)
 3. Professional Liability \$2,000,000 per claim with \$5,000.00 Aggregate
 4. Umbrella of \$3,000,000 each Occurrence (with underlying coverage for the GL, Auto WC, Professional)
 5. Workers Compensation of \$1m/\$1m/\$1m

Priority Ambulance shall hold Loudon County harmless and indemnify the county for all liability incurred by reason of negligent or intentional omissions of the contractor or its employees and shall maintain the minimum insurance coverage required throughout the terms of the contract:

A certificate of such insurance coverage shall be provided to the Loudon County Purchasing Department prior to contract approval.

12. **LEGAL COMPLIANCE:** The Contractor agrees to comply in all respects to the Fair Labor Standards Act and all other regulations promulgated by the US Department of Labor, Equal Employment Opportunity Commission, or other federal or state regulatory agencies.

Priority Ambulance will comply with the Fair Labor Standards Act and all other regulations promulgated by the U.S. Department of Labor, Equal Employment Opportunity Commission and federal and state regulatory agencies.

Priority Ambulance is an equal employment opportunity employer. Employment decisions are based on merit, qualifications and business needs, and not on race, color, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed,

physical or mental disability, marital status, veteran status, political affiliation or any other status protected by law.

Priority Ambulance is committed to affirmative actions, as called for by applicable laws and executive orders, to ensure minority group individuals will build on the strengths of our current workforce and enhance the diversity of our organization and be introduced into and considered for promotional opportunities.

See Employee Handbook in Appendix 1.

13. **TERMINATION OF CONTRACT:** If, during the term of this contract, the Contractor fails to provide the contracted services for any reason including, but not limited to: mere refusal to perform, substandard employee performance, consistent poor response times, loss of certifications; and, if, in the opinion of a majority of the Loudon County Commission, the poor performance of such services or ambulance equipment creates a danger to the well-being of the citizens of Loudon County, the Loudon County Commission may terminate this contract with thirty-day (30) day written notice, and shall have the power to immediately pursue a contract for replacement services.

Priority Ambulance agrees to these terms.

14. **PERFORMANCE BOND:** The successful Contractor shall be required to provide a performance bond or irrevocable letter of credit for two hundred and fifty thousand dollars (\$250,000) to ensure the faithful performance of the contract with Loudon County. The Contractor shall provide and pay for all costs related to this bond.

If awarded the contract, Priority Ambulance will meet the requirements of the contract.

15. **EMS PERSONNEL:**

A. Each paramedic (EMT-P) will obtain and maintain, at a minimum, certification and licensing as follows:

- (1) A valid Tennessee Driver's License with F endorsement, or equivalent,
- (2) A valid Tennessee Paramedic License,
- (3) American Heart or Red Cross CPR training for all levels of care,
- (4) Advanced Cardiac Life Support, Pre-hospital Pediatric Advanced Life Support, Pre Hospital Trauma Life Support or advanced Basic Trauma Life Support.

B. Each Emergency Medical Technician (EMT) will obtain and maintain certification and licensing as follows:

- (1) A valid Tennessee Driver's License with F endorsement,
- (2) A valid Tennessee EMT license,
- (3) American Heart or Red Cross CPR training for all levels of care.

Each Priority Ambulance EMT and paramedic will maintain the required licenses and certifications. Records will be maintained and made available upon request by Loudon County. Any additional training will be maintained and recorded.

16. **REFERENCES OF PRIOR BUSINESS:** Contractors submitting a Proposal shall include no less than three references of public or private agencies for which the Contractor has provided Ambulance Service in the past 10 years. These references shall include dates of service, name, physical address, and phone number of each agency. The proposer should also present the company's mission statement and a narrative of the company's history.

*Don White
City of Lenoir City Public Safety Director
530 Highway, 321 N., Suite 200
Lenoir City, TN 37771
865-740-7638*

*Gary DeStafanis, Jr.
Deerfield Volunteer Fire Department Chief
5476 Trenton Road
Deerfield, NY 13502
315-264-4177*

*Mike Brubaker
City of Loudon Fire Chief
100 Cedar Street
Loudon, TN 37774
865-408-0408*

*Lawrence Ventura
Frankfort Center Fire Department
Assistant Chief
1400 Floral Drive
Utica, NY 13501
315-735-1693*

*Tom Peeler
City of Greenback Mayor
6889 Morganton Road
Greenback, TN 37742
865-660-2375*

*Stephen Buda
Maynardville Fire District EMS Director
9500 Maynard Drive
Marcy, NY 13403
315-732-8181*

*Jon Hyman
Franklinville Fire Department Chief
75 N. Main Street
Franklinville, NY 14737
716-949-1828*

*Dewey D. Mitchell
Lauderdale County Commission Chair
P.O. Box 1059
Florence, AL 35631
256-760-5750*

*Ronnie Lett
Greenback Volunteer Fire Department
Chief
6899 Morganton Road
Greenback, TN 37742
865-856-6670*

See Letters of Recommendation in Appendix 8.

Priority Ambulance Mission Statement:

“Our Community Our Priority”

To set the standard of excellence for pre-hospital medical care by providing the highest-quality care to the communities we serve with the most advanced ambulances on the road. Our expert, caring EMTs and paramedics are trained in the latest technology and emergency protocols to ensure the comfort and safety of our patients. Priority Ambulance invests in the health and well-being of its communities, because we know we serve our communities best when we support causes and events that matter to those who live there.

Company Narrative

In early 2014, Priority Ambulance, a medical transport company that currently provides services in the states of Tennessee, Alabama, Indiana and New York, opened its corporate headquarters on Callahan Drive in Knox County. Priority Ambulance is the only national ambulance company headquartered in East Tennessee. In East Tennessee, Priority Ambulance provides pre-scheduled ambulance service to Knox and Blount counties and is the preferred emergency and nonemergency ambulance provider to the cities of Loudon and Lenoir City in Loudon County. Throughout its national footprint, Priority Ambulance operates approximately 100 ambulances and staffs more than 500 licensed paramedics and EMTs. Operating as Shoals Ambulance in Alabama, the company is the exclusive E-911 ambulance provider to Lauderdale and Franklin counties and provides nonemergency transport options to Jefferson County.

Priority Ambulance expanded into the New York market after acquiring two companies, Kunkel Ambulance in Utica, N.Y., and Trans Am Ambulance Services in Olean, N.Y. In November 2014, Priority Ambulance entered into a letter of intent to purchase Seals Ambulance based in Central Indianapolis and anticipates to conclude the transaction by the end of the year. Seals Ambulance has more than 300 employees and operates approximately 45,000 transports per year. Additionally, Priority Ambulance has a West Coast branch of operations in Arizona and is currently applying for a certificate of necessity in Maricopa County.

Priority Ambulance is a dynamic, rapidly growing company that has demonstrated its commitment to East Tennessee by establishing its national headquarters in the region. Priority Ambulance is supported by Enhanced Equity Fund, a private equity firm focused exclusively on investing in the health care industry. For more information, visit www.priorityambulance.com.

17. **BILLING RATES:** Contractor shall set all billable rates within reasonable limits, which shall be comparable to the counties bordering Loudon County. The Contractor shall maintain a current billing schedule on file and available upon request from Loudon County. Fees for service from the Contractor shall be paid by the end user (i.e. patient) and not Loudon County. The Contractor shall honor existing subscriptions until the expiration date is met.

Type of Ambulance/Level of Care	Flat Rate	Mileage
Advance Life Support (ALS1) –Emergency	\$795	\$11.60/mile
Advanced Life Support (ALS1)- Nonemergency	\$795	\$11.60/mile
Critical Care (ALS2)	\$895	\$11.60/mile
Basic Life Support – Emergency	\$795	\$11.60/mile
Basic Life Support – Nonemergency	\$350	\$11.60/mile
Wheelchair	\$50	

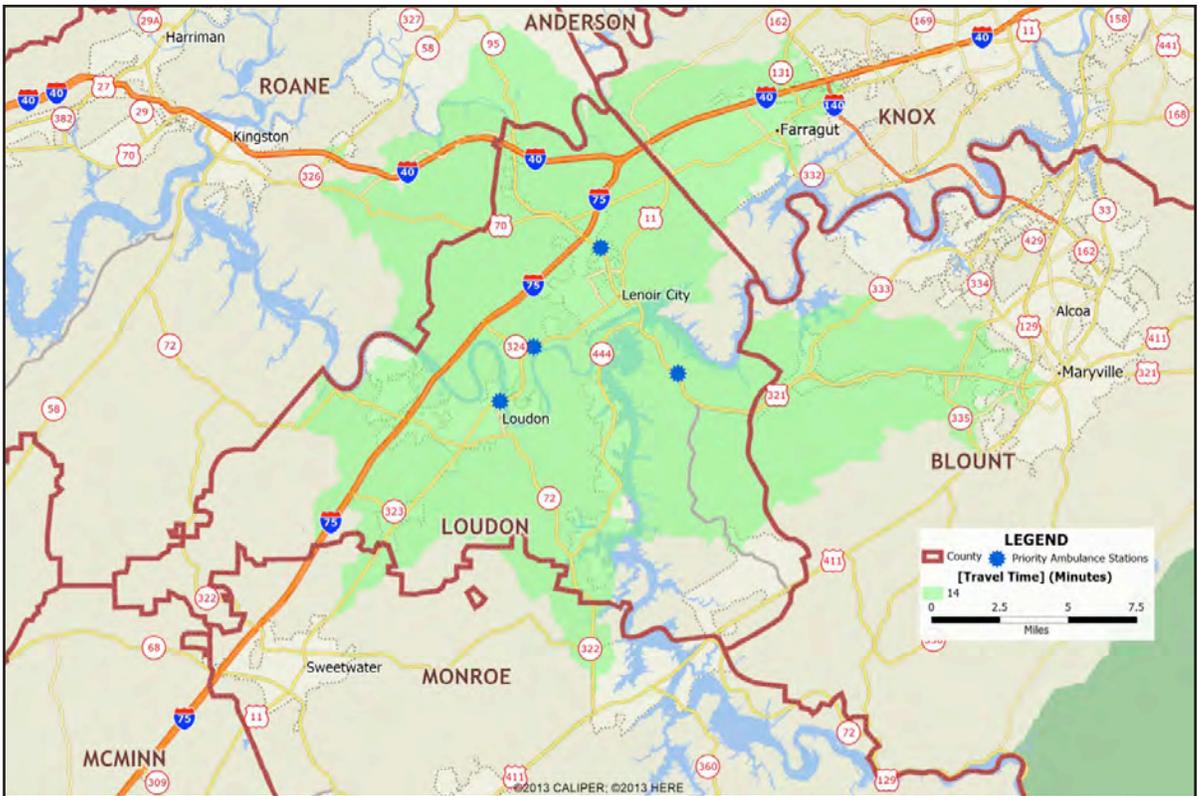
Priority Ambulance will maintain a billing schedule and will make the information available to Loudon County. Priority Ambulance will offer and honor subscription agreements.

18. **RESPONSE TIME:** Response time shall be measured from the time when E-911 Communications Center notifies the ambulance service until the time the ambulance service arrives at the indicated address. Ninety percent (90%) of all emergency responses shall be performed in 10 minutes or less. Exemptions may be made to response time standard when severe weather creates greater risk to EMS personnel. Geographic outliers will exist and will be pre-identified. The EMS provider will document a response to each and every call for service that exceeds a response time of 14 minutes. This report of response times will be presented quarterly to the EMS response board appointed by the Mayor and County Commission.

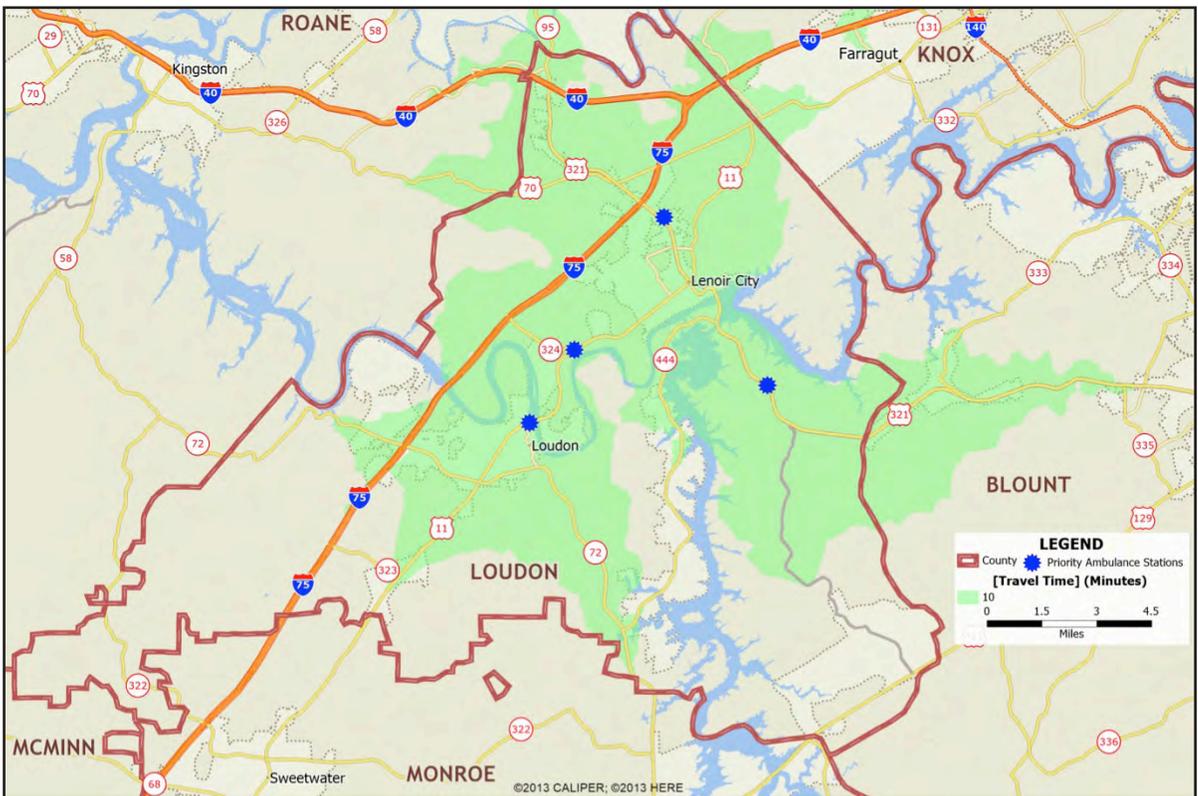
Priority Ambulance has the staffing levels and vehicles in place to meet the required response time standard. Priority Ambulance will meet quarterly with the EMS response board appointed by the Loudon County Mayor and Commission to review response times and discuss ambulance deployment and posting plans. Priority Ambulance will document and report response times as required.

The map below demonstrates how Priority Ambulance’s current ambulance posting plan will allow rapid response times throughout Loudon County.

See Drive Time Map in Appendix 2.



Response time map coverage for 14 minutes.



Response time map coverage for 10 minutes.

19. **DISPATCHING:** All emergency calls shall be dispatched through Loudon County E-911. Administrative and non-emergency calls can be dispatched and coordinated through the Contractor's own network or system so as not to unnecessarily burden the E-911 system. Notification of every emergency and non-emergency call responded by an ambulance will be logged with the E-911 Center. The EMS Contractor shall propose a fee, which it shall pay for all dispatching services provided to it through the E-911 Center. This fee shall be paid to Loudon County annually as agreed upon in contract.

All emergency calls will be routed through Loudon County E-911. Priority Ambulance will work with Loudon County E-911 to determine the feasibility of integrating a CAD interface with the ultimate goal of decreasing the workload of the E-911 Center. Additionally, Priority Ambulance will continuously evaluate the dispatch system, along with the E-911 Director and E-911 Board of Directors, to effectively reduce response times.

Information about Priority Ambulance's nonemergency services will be provided to hospitals, medical facilities, nursing homes, assisted living facilities and members of the community. Nonemergency calls will be routed through Priority's regional dispatch center.

Priority Ambulance uses RescueNet computer aided dispatch (CAD). This makes call taking and dispatching for emergency and nonemergency ambulance response more efficient and organized. The software is designed with a Microsoft Windows-based user interface that is easy to learn and intuitive to use. It also provides more accurate deployment plans in significantly less time.

Priority Ambulance agrees to negotiate dispatching service fees during the contract process. Priority Ambulance will pay any reasonable dispatch fees to Loudon County to the extent allowed by law. Provision of these services must meet local, state and federal laws, including federal anti-kickback regulations.

See Zoll Navigator/CAD information in Appendix 3.

20. **AMBULANCE STATIONS AND FACILITIES**

Loudon County currently owns (1) one station which is located at 115 Sugarlimb Road, Loudon, Tennessee. This location will be available for use at no cost to the provider. Maintenance, insurance and custodial services for that station shall be the responsibility of the Contractor.

1. Contractor shall provide a daily schedule of ambulances available and the shift they are available to the E- 911 center. Any changes to the available units must be communicated immediately to the E-911 staff.

Priority Ambulance will provide a daily schedule of on-duty ambulances and staffing. Any changes in daily staffing patterns will be immediately coordinated with the E-911 Center.

2. Contractor must provide GPS units for the E-911 center to monitor their up to the minute location.

Priority Ambulance currently provides GPS service in each of its units. GPS data is communicated in real-time to the Loudon County E-911 Center to aid dispatchers in identifying the closest ambulance. We will continue to provide this service.

3. GPS system must integrate with the current system operated by the E-911 center. Any cost associated with integration will be the responsibility of the contractor.

Priority Ambulance's GPS system has been integrated with the current system operated by the E-911 Center and has been tested and proven effective. Priority Ambulance's GPS system allows Loudon County E-911 dispatchers to visualize on a map in real-time where each on-duty ambulance is within the county at any given time.

4. Contractor must have a supervisor on duty with the contact number provided to the E-911 center 24 hours a day 7 days a week.

Priority Ambulance will maintain a supervisor on duty 24 hours a day, seven days a week. Additionally, the company will provide an on-call senior manager available to Loudon County 24 hours a day.

21. ADDITIONAL INFORMATION

1. Any provision/rule/regulation or statement of this contract that is in conflict with the rules/regulations, statements or provisions of the Tennessee Department of Health, Division of Emergency Services is superseded by such.

Priority Ambulance acknowledges and agrees.

2. Each Contractor submitting a proposal shall base such proposal on "Class A" service requirements in accordance with TCA General Rules, Chapter 1200-12-1.

Priority Ambulance's proposal is based on advanced life support requirements in accordance with TCA General Rules, Chapter 1200-1201.

22. **OTHER REQUESTED INFORMATION**

Other General Information to be provided by vendors submitting proposals:

1. What is your standard hiring process?

Priority Ambulance seeks talented, skilled licensed EMTs and paramedics that are dedicated to providing the highest level of service to Loudon County. As a premier employer, Priority Ambulance is sought by top medical professionals in our field.

Applications are received online and vetted by the director of Human Resources. Priority Ambulance then conducts a thorough interview process, criminal background check, driving evaluation, drug screening and licensing and certifications verification. If the prospective employee does not have a current physical, Priority Ambulance will arrange the physical. Priority Ambulance is an equal opportunity employer and encourages diversity in its workforce. Employment decisions are based on merit, qualifications and business needs, and not on race, color, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation or any other status protected by law. Priority Ambulance complies with the Americans with Disabilities Act. Reasonable accommodations will be made in situations where it is required.

See Employee Handbook in Appendix 1.

2. What is your field training process for new hires? How will employees be provided with geographical knowledge of Loudon County, as well as locations of all medical facilities?

The majority of our Loudon County staff have lived or worked in Loudon County for years, and many are lifelong residents.

In Loudon County, Priority Ambulance currently uses the latest dispatch software, RescueNet Navigator. The Navigator system allows dispatchers in Loudon County E-911, as well as Priority dispatchers and supervisors, to visualize the ambulance network on an interactive map. All parties can access the ambulance status, routing information and patient information in real-time using GPS technology.

It also includes two-way electronic visual communication between dispatch and the ambulance (messages appear on screen from dispatch), which reduces distracting radio chatter, and turn-by-turn navigation for EMTs and paramedics. All of this increases the efficiency of emergency dispatch and leads to faster response times, which can save lives. The Navigator system already is in place and has proven effective. Priority Ambulance will work with Loudon County E-911 to continue to enhance the system.

*Additional training is provided to employees that are not current residents of Loudon County, including ride-along training with experienced crews, area familiarization and map books training. Geographical knowledge of new employees is checked by senior management upon completion of the training.
See New Hire Procedure on Appendix 6.*

3. What employee benefits will you offer?

Priority Ambulance is a leading employer and offers competitive salaries, advancement opportunities and employee benefits that include:

- *Health, dental and life insurance plans*
- *401k packages*
- *Ongoing training and educational support*
- *Competitive salary*
- *Uniform allowance*
- *Holiday pay*
- *Extended disability leave*
- *Health savings account*
- *Nurse-line support*
- *Pharmacy services*
- *Bereavement leave*
- *Jury duty compensation*
- *Military reserve or National Guard leaves of absence*
- *Uniform services employment and re-employment*
- *Personal leaves of absence*
- *FMLA compliance*

See Employment Benefits Guide in Appendix 12 and Employment Handbook in Appendix 1.

4. Specifically illustrate how you will abide by Loudon County's Ambulance Guidelines, including dispatch, billing, medical director, base of operations, etc.

Priority Ambulance will work in conjunction with the director of E-911 to seamlessly respond to requests for ambulance services. Ongoing meetings will be conducted with emergency service providers in Loudon County to create and maintain effective operations for ambulance services.

Priority Ambulance uses RescueNet computer aided dispatch (CAD). This makes call taking and dispatching for emergency and nonemergency ambulance response more efficient and organized. The software is designed with a Microsoft Windows-based user interface that is easy to learn and intuitive to use. It also provides more accurate deployment plans in significantly less time.

Patient outcomes will be monitored in conjunction with the medical community in Loudon County. Priority Ambulance Medical Director Dr. Joe Holley, in conjunction with a local medical control, will evaluate processes and recommend courses of action to determine the best means for patient care and public safety.

See Priority Ambulance Clinical and RescueNet CAD Information Protocols in Appendix 4.

Courteous and professional billing services are provided by Priority Ambulance employees. Our billing department complies with all federal and state requirements regarding industry billing practices. Priority Ambulance requires regular employee compliance training, and a thorough compliance review of billing practices is conducted regularly. Priority Ambulance retains and consults with a national expert on ambulance billing and compliance procedures.

Priority Ambulance will establish a Loudon County base of operations at the Loudon County ambulance facility on 115 Sugarlimb Road. This facility will be open to the public during regular business hours Monday through Friday. Initial stations will be located in the City of Loudon, City of Lenoir City and Antioch. Depending upon demand analysis, ambulances will be deployed to post in Greenback or Tellico Village as data indicates need.

Priority Ambulance already is in operation and currently providing emergency ambulance service to Loudon County due to the current provider reducing services and announcing that the company is terminating its contract with Loudon County. Priority Ambulance is currently the contracted ambulance service for the cities of Loudon and Lenoir City. This will allow for a seamless transition to provide service throughout Loudon County.

5. What is your policy to provide ambulances for special events, such as sporting events, county fairs, non-profit events, etc?

Priority Ambulance currently provides, free of charge, standby emergency service for community events, such as Rockin' the Docks, high school sporting events, community fundraisers and festivals, as well as for disaster drills. Priority Ambulance will continue to provide coverage for special events in cooperation with city and county governments, subject to local, state and federal laws, including federal anti-kickback regulations.

6. What Community Outreach have you participated in?

Priority Ambulance believes it serves its communities best when it supports the events and causes that matter to the residents who live there. Since beginning service to the cities of Lenoir City and Loudon in April, Priority Ambulance has participated in numerous community events, including:

- *Priority Ambulance currently provides standby emergency medical service for Lenoir City and Loudon County schools sporting events. Priority Ambulance conducted training in conjunction with athletic trainers for both school systems and first responder agencies to develop a joint response for athletic injuries.*
- *Priority Ambulance provided emergency medical coverage for Lenoir City's Fourth of July and Labor Day celebrations with thousands of attendees.*
- *Priority Ambulance participated in a multicounty emergency operations plan for the Luke Bryan concert held in the Greenback area. Priority Ambulance assigned more than 30 employees, including the physician medical director, to provide first aid and emergency medical coverage for the event, which attracted more than 15,000 ticketholders.*
- *Priority Ambulance offers CPR classes free of charge to community and government organizations and local schools. Priority Ambulance employees worked with the Lenoir City Schools health sciences class to familiarize students with ambulance operations. Additionally, Priority Ambulance taught students basic CPR and first aid.*
- *Priority Ambulance has participated with Loudon County EMA, the Loudon County E-911 Center and area first responders in numerous emergency planning exercises. This fall, Priority Ambulance participated in a community-wide disaster response drill simulating a weather-related incident that caused numerous issues for the community. Priority Ambulance deployed additional ambulances and support personnel from Knox and Blount counties in the exercise.*



- *Priority Ambulance provides a speakers bureau that offers programming on various health-related topics from first aid to emergency preparedness to local community organizations.*
 - *Priority Ambulance sponsored the Loudon County Sheriff's Department "Text-A-Tip" program that was distributed to all schools within the county.*
 - *Priority Ambulance is a member of the Loudon County Chamber of Commerce and belongs to the Lenoir City Committee of 100.*
 - *Priority Ambulance supported the Loudon County Boys & Girls Clubs fundraising dinner and the Boy Scouts of America Great Smoky Mountain Council Toqua District fundraising dinner.*
 - *Additionally, Priority Ambulance has provided standby emergency coverage at festivals and parades, including the Greenback Christmas Parade; Loudon County Christmas Parade; and Christmas in Old Loudon.*
7. What is your standard ambulance maintenance and rotation policy?

Priority Ambulance operates a detailed maintenance plan for its state-of-the-art emergency vehicles. All vehicles involved in this proposal were purchased less than a year ago. Priority Ambulance will work with Loudon County to implement a reasonable rotation policy.

Maintenance on all vehicles owned by Priority Ambulance is performed at certified dealers by mechanics with factory training and certification from the original motor vehicle equipment manufacturer or the equivalent certification for emergency vehicle technicians.

8. What is your procedure for handling complaints about ambulance service?

Priority Ambulance will thoroughly investigate all complaints and will take immediate action. Priority Ambulance provides an online form and encourages community members to register any comments about Priority's service. Any requests received by online form or by phone are immediately sent to senior management to be addressed.

Priority Ambulance will meet with the Loudon County mayor, Loudon County Commission, county medical examiner and medical community on a regular basis to ensure all parties are working together to ensure the best medical care for Loudon County. Priority Ambulance will respond promptly to any suggestions or concerns from Loudon County and its emergency agencies.

Priority Ambulance's full-time EMS director and a designated senior manager will be available at all times to Loudon County to address any questions or concerns.

See copy of Complaint/Comment Procedure in Appendix 9.

9. What other additional services will you provide to Loudon County citizens?

Working in conjunction with the Loudon County health care community and first responder agencies, Priority Ambulance will facilitate a needs assessment. Collaboratively, a plan will be constructed and implemented to create a community-wide health care network to improve the delivery of medical care to the citizens of Loudon County. Opening channels of communication and establishing trust with the community, implementing proactive educational programs and identifying new opportunities will be some of the initial goals of the comprehensive program.

Priority Ambulance will work with the local medical community to determine the feasibility of a mobile integrated health care program. This program will utilize specially trained paramedics to proactively work with special health care needs in the community.

See East Tennessee Medical News article on Mobile Integrated health care in Appendix 10.

10. What is your bad-debt, private-pay collection process?

After completion of services, Priority Ambulance's billing department will issue an initial invoice to the patient who requested the services. After 30 days, a second invoice is sent to the patient. An additional invoice will be sent after 45 days, followed by a collection letter after 60 days. At 75 days after the initial invoice was sent, the account will be turned over to a third-party contractor, Revenue Recovery Corporation, for collection and is adjusted with a bad debt write-off.

Priority Ambulance billing representatives make every effort to work with patients to explain the billing process and make payment as easy as possible. A toll-free number (1-800-497-4911) is available for billing and Medicare reimbursement questions.

11. Provide a detailed account of your current rate structure and rate increase history.

Type of Ambulance/Level of Care	Flat Rate	Mileage
Advance Life Support (ALS1) – Emergency	\$795	\$11.60/mile
Advanced Life Support (ALS1) – Nonemergency	\$795	\$11.60/mile
Critical Care (ALS2)	\$895	\$11.60/mile
Basic Life Support – Emergency	\$795	\$11.60/mile
Basic Life Support – Nonemergency	\$350	\$11.60/mile
Wheelchair	\$50	

Priority Ambulance’s current rates are competitive within the industry and are based on Medicare reimbursement levels. Since the startup of our ambulance operation in Loudon County, Priority Ambulance has not had an increase in rates.

12. If selected, how long will it take to be fully operational?

Priority Ambulance currently has the staffing, vehicles and equipment in place to be fully operational in Loudon County within 72 hours of award of the contract. Priority Ambulance can operate sooner if local government declares an emergency in the county.

Priority Ambulance is already in operation and currently providing emergency ambulance service to Loudon County due to the current provider reducing services and announcing that the company is terminating its contract with Loudon County. Priority Ambulance is currently the contracted ambulance service for the cities of Loudon and Lenoir City. This will allow for a seamless transition to provide service throughout Loudon County.