



REQUEST FOR PROPOSALS

FIXED-WING AND ROTARY AIR

AMBULANCE SERVICES

1. Introduction, Background and Purpose:

1.1 Introduction

Hometown Health is the insurance division of Renown Health and is Northern Nevada's only locally owned, not-for-profit health insurance provider offering a variety of insurance plans including Individual and Family Plans, Employer Plans, and our Medicare Advantage Plan, Senior Care Plus. Hometown Health serves 71,000 members across all plans.

1.2 Hometown Health Background

Established in 1988, Hometown Health is northern Nevada's largest locally owned, not-for-profit managed care health insurance provider. Hometown Health's parent company, Renown Health, is one of the largest employers in the region with over 7,500 employees and together Hometown Health works with Renown to fulfill Renown's mission of "making a genuine difference in the health and well-being of the people and communities we serve.

Since inception, Hometown Health has served northern Nevadans by offering a network of high-quality healthcare providers and top-notch, local customer service to members. Hometown Health coverage gives members access to all Renown Health providers, facilities, and services.

In addition to our employer group and individual and family HMO, EPO and PPO network options, Hometown Health offers Medicare coverage through its Senior Care Plus Medicare Advantage HMO plans. Hometown Health also offers Third Party Administrative (TPA) services to organizations who operate self-funded plans.

Because both Renown Health and Hometown Health are Reno-based not-for-profit organizations, every dollar brought in is reinvested right back into our local communities and stays right here in northern Nevada.

1.3 Purpose of the Request for Proposal (RFP)

Hometown Health is inviting proposals for first right of refusal from qualified entities capable of offering Fixed-Wing and Rotary Air Ambulance Service for membership utilizing Hometown Health's Fully Insured Commercial, Senior Care Plus (Medicare Advantage) and TPA networks. The service should cover transportation initiating from or returning to Hometown Health's primary service area, the State of Nevada.

This proposal should include Fixed Wing and Rotary Air Ambulance Service to include aircraft, Pilot and care team, maintenance coverage, and back-up aircraft while the primary aircraft undergoes scheduled or unscheduled maintenance.

Hometown Health welcomes and will consider alternative proposals to the current fixed wing and rotary air ambulance service, when those methods can be shown to provide an efficient,

effective, and financial benefit while addressing the needs detailed below.

2. Definitions:

- Proposer refers to an individual, company, or organization that submits a proposal in response to the RFP. Proposer is essentially a prospective contractor or service provider interested in bidding for and potentially being awarded a contract or project outlined in the RFP.
- Proposing Party means any Proposer.
- Proposal means a document that includes details about how the proposer intends to fulfill the requirements specified in the RFP, including their certifications, approach, methodology, and financial capability. Statements made as a part of any proposal will be considered commitments by the Proposer.

3. Licenses and Registrations Requirement:

All Proposers must possess the relevant professional licenses and registrations as mandated by law. Submission of proof of professional license(s) is a prerequisite for the proposal. The Proposer is entirely responsible for obtaining and ensuring compliance with all licensing and registration requirements.

4. Proposal Requirements:

Hometown Health encourages all Proposers to thoroughly read the entire Request for Proposal document to ensure adherence to format, submission, and technical requirements.

All proposers must submit the following:

- Legal Identification of the Proposing Party. Submit tax identification number/s and any business name under which business is conducted.
- Description of the Business Organization. Specify whether the business is a joint venture, partnership, corporation, or other form of business organization. A proposing party must identify all officers and partners. Should the business entity be a joint venture, submit the roles and responsibilities of each entity.
- Experience. Furnish a concise summary detailing your experience and expertise in delivering fixed-wing and Rotary aircraft ambulance services, both within the Northern Nevada region and elsewhere. Specify the types of aircraft, such as single or double engine models, and the pilots' experience, whether single or double.
Pilot Resumes. Submit brief resumes for the pilots proposed for service under the Agreement including details of accrued flight time in the proposed aircraft model(s).
- Aircraft. Submit a list along with descriptions of all fix-wing or rotary aircraft proposed for this proposal's execution. This description should encompass, among other details, the age of the aircraft and maintenance history.
- Description of Facilities. Include a brief description of all facilities to be used in the performance of the Proposal.
- Safety. Provide a summary detailing all mishaps and accidents involving the firm and/or

any of its pilots over the past five years. Include a list of any citations issued to the Proposer or its pilots for violations of state or federal safety Regulations.

- Rate. Provide a rate proposal for all intended billable codes, including A0430, A0431, A0435 and A0436. Bonus points will be awarded to Proposals that include at risk fees or value-based components.
- Service Level. Provide the average response time for both Emergent and Non-emergent transports. Please provide the annual volume of transports per month for the last 12 months. Please provide any additional service level commitments Proposer is willing to fulfill. Bonus points will be awarded to Proposals willing to make at risk service level commitments.
- Other. Additionally, submit any other pertinent information that may impact the Proposer's ability to fulfill the requirements of this RFP. Are there any types of transports you are unable to perform, or that may limit your capability?
- Value Adds. Proposers may define specific additional value adds to which their organization is willing to commit.

Proposers are encouraged to include additional information as a part of their proposal that highlight their ability to meet Hometown Health's needs and service our customers. Bonus points will be awarded to organizations that are not-for-profit and can demonstrate active commitment to community benefit within the primary service areas of Hometown Health.

Format:

Proposal: One (1) Searchable PDF electronic document for Proposal with no additional attachments not to exceed 10 pages.

AIR AMBULANCE SERVICES AGREEMENT: Red-lines within the word document template and justifications for red-lines included within document comments.

5. Effective Date:

Hometown Health anticipates granting an agreement by January 1, 2025.

6. Hometown Health RFP Point of Contact:

This RFP and all subsequent actions resulting from it are issued by the Hometown Health Network Services Department on behalf of Hometown Health. Proposals should be directed to Hometown Health's single point of contact, as directed below.

Throughout this RFP and subsequent procurement process, Proposers are strictly prohibited from making any contacts related to this RFP, whether written or verbal, with any Hometown Health or Renown Health employee, staff member, or Board of Directors. This restriction is in effect from this document's issuance until the award approval unless explicit authorization is granted by Hometown Health. Any attempts by the Proposer to contact or influence any member of the aforementioned entities will lead to immediate disqualification from consideration of the services outlined in the RFP.

Any information required or questions regarding this RFP should be emailed to:

Danae.Lear@hometownhealth.com

Subject: FIXED-WING AIR AMBULANCE SERVICES, RFP QUESTIONS

7. Date for Receipt of Proposals:

A written confirmation of the Proposer’s intent to respond to this RFP is required by **September 13, 2024.**

Proposals must be received as specified by Hometown Health by 5:00 p.m. Pacific Standard Time on September 27, 2024. Any proposal received after the required time and date specified shall be considered late and non-responsive and will not be evaluated for award.

8. Schedule of events:

Event	Date
1. RFP Distribution to Vendors (no later than)	August 30, 2024
2. Written confirmation of Vendors with Offer Intention	September 13, 2024
3. Question from Proposers due	September 13, 2024
4. Responses to all questions provided to all Proposers	September 20, 2024
5. Proposal Due Date, 5:00 p.m.	September 27, 2024
6. Target Date for Review of Proposals	October 18, 2024
7. Notice of Award Released	November 1, 2024
8. Anticipated commencement date of work	January 1, 2025

9. Proposal Submission:

Please submit the RFP electronic format:

E-mail: Danae.Lear@hometownhealth.com

Subject: FIXED-WING AIR AMBULANCE SERVICES, RFP

The agreement awarded through this RFP will be granted to the Proposer deemed most responsive, with their proposal being the most advantageous to Hometown Health and its members in terms of cost, functionality, service, ease of administration and other factors outlined elsewhere in this RFP.

Hometown Health explicitly retains the following rights in this solicitation. The organization may choose to exercise any or all these rights if it deems, in its sole discretion, that such exercise is in the best interest of Hometown Health. Specified rights and conditions below:

- Reject all proposals and discontinue this RFP process without obligation or liability to any potential Proposer.
- Accept other than the lowest priced offer.

- Execute an agreement based upon the Primary Proposal.
- Negotiate an agreement with any proposing party, whether or not that proposing party has offered the lowest price.
- Waive any irregularities which may arise in the RFP process.
- Award an agreement based on initial offers received, without discussions or requests for best and final offers,
- Extend the time for accepting proposals; and
- Change the terms of proposal

Proposals will be received by Hometown Health at the time and place noted above. At that point, Hometown Health will close the receipt of proposals and begin the evaluation process.

No other information will be disclosed, except as required by the evaluation process.

10. Teaming Arrangements:

To address the needs of this proposal, Hometown Health encourages Proposers to work cooperatively in presenting integrated solutions. Vendor teaming arrangements may be desirable to enable the companies involved to complement each other's capabilities, while offering the best combination of performance, cost, and delivery for the services being provided under this RFP. All teaming arrangements must be disclosed a time of proposal.

Hometown will recognize the integrity and validity of Proposer team arrangements provided that:

- The arrangements are identified, and relationships are fully disclosed, and
- A prime Proposer is designated that will be fully responsible for contract performance.

11. Marking of Proposals:

Proposal must include (1) electronic searchable PDF copy sent via email to:

danae.lear@hometownhealth.com

12. Identification of Proposals:

The proposal should be clearly identified as:

FIXED-WING AND ROTARY AIR AMBULANCE SERVICES, RFP

Any proposals not so addressed may not be received and may be rejected.

13. RFP Questions:

Proposers should review the RFP for any items requiring clarification. The proposer shall submit questions concerning the RFP in writing to Hometown Health not later than the end of business day September 13, 2024.

These questions may be sent by email to danae.lear@hometownhealth.com.
Subject: FIXED-WING AIR AMBULANCE SERVICES, RFP QUESTIONS

14. RFP Response:

Hometown Health will issue written confirmation via email of acceptance or refusal of proposal to all submitters.

15. Amendments and Addenda:

Hometown Health reserves the right to issue written amendments and/or addendums to revise or clarify the RFP, respond to questions, extend the due date of proposals and /or cancel the entire RFP during the RFP process. Until and unless an amendment or addenda is issued in writing, the terms and conditions of the RFP remain in full effect. Each amendment and/or addendum will be emailed and mailed out to those Proposers who received an RFP. Should an amendment or addendum be issued, the process used for acknowledgement and receipt of the RFP shall also apply to the amendment and/or addendum.

16. Cancellation of the RFP:

Hometown Health has the authority to cancel the RFP if, in its sole judgment, doing so is in the best interest of Hometown Health. Hometown Health shall not be held responsible for any proposal cost incurred in such a case.

17. Proposal Withdrawal and Correct:

A proposal may be corrected or withdrawn by a written request received prior to the due date of the RFP.

18. Disclosure of Proposal Content:

A Proposer's proposal content shall not be disclosed to other Proposers.

19. Retention of Proposals:

All proposals and other material submitted in response to the RFP become the property of Hometown Health.

20. Cost of Proposal Preparation:

The Proposer is solely responsible for covering all costs incurred during the preparation of proposals, and these costs should not be billed to Hometown Health or considered as an expense associated with the resulting agreement.

21. Binding Agreement:

This RFP does not create any obligations for Hometown Health or the potential awardee until both parties have signed the Air Ambulance Services Agreement. The effective date of the agreement is the effective date of the Agreement. Hometown Health shall not be responsible for any work initiated before the proposed agreement is fully executed.

22. Standard Terms and Conditions:

The Proposer who secures the contract is required to adhere to the contractual terms and conditions outlined in Air Ambulance Services Agreement, which is incorporated by reference into the RFP.

23. Additional Terms and Conditions:

Hometown Health retains the right to introduce additional terms and conditions during agreement negotiations. These, however, must align with the original RFP's scope and will be confined to matters such as price, clarification, definition, administrative and legal requirements.

24. Contract Negotiations:

AIR AMBULANCE SERVICES AGREEMENT. Hometown Health strongly prefers vendors agree to the terms of the attached Air Ambulance Services Agreement as is. The ability to agree to contract terms is a high priority to Hometown Health. Proposers who cannot agree to the contract must include a redlined Word version of the attached Air Ambulance Services Agreement with their proposal response. To the extent a proposer has prior contractual dealings with Hometown Health, no assumption should be made that terms outside those provided herein have any influence on this project. If Air Ambulance Services Agreement is returned, justification is required explaining the beneficial impact to Hometown Health for each redline. Without justification, redlines may be dismissed without review.

25. Evaluation Factors:

Any award resulting from this RFP will be based on the proposal with due consideration given to operational, technical, cost, and management requirements. The evaluation of offers will be based upon the Vendor's responsiveness to the RFP and the total price quoted for all items specified.

The evaluation factors outlined below are applicable to the Proposal proposed by the Proposer. Hometown Health will consider the following factors when selecting a new contractor for providing air ambulance services. Evaluation factors below:

- Overall price.
- Safety record.
- Overall capability, including, without limitation, available aircraft, age and condition of aircraft, pilots and facilities to be utilized in the Agreement.
- Agreement to terms of the standard Air Ambulance Agreement
- Overall financial capability and resources.
- Reputation; and
- Any other factors that Hometown Health deems to be relevant.

We appreciate the effort it takes to respond to an RFP such as this and look forward to reviewing your proposal thoroughly.