RFP RAMP ID# 227935

ON-SITE CONTRACT EMS PROVIDER FOR THE LOS ANGELES ZOO

# QUESTIONS & RESPONSES

**Post Date: 06/18/2026**

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For transparency and fairness, all questions received and corresponding responses will be periodically posted until 6/30/2026 in the Documents section of the RAMP Opportunity page. Individual responses will not be given. It is the Proposer's responsibility to check RAMP for any and all addenda posted prior to the proposal deadline. The last day to submit questions is Wednesday, 6/17/2026 at 1:00 pm Pacific Time.

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## QUESTIONS RECEIVED

**Site Walk: June 2, 2026**

1. **In what way will the EMS provider and Zoo staff primarily communicate?**

   Zoo Security will handle service requests and coordinate with the EMS provider, whether they are on patrol or in the First Aid Room. To facilitate communication, the Zoo will provide the EMS provider with a dedicated radio.

2. **Would the Zoo provide a fixed schedule of when the EMS Provider should be out on patrol or stationed at the First Aid Room?**

   To effectively cover Zoo's first aid needs, the EMS provider should balance active field patrols with staffing the First Aid Room. Schedules should remain flexible based on factors like expected attendance, weather, and time of day.

   Communication during patrols is coordinated with Zoo Security, who will reach out to the EMS provider whenever walk-ins to the First Aid Room need assistance or new incidents arise. This approach ensures a proactive presence across the facility while keeping the First Aid station available for guests.

3. **Would Zoo staff be able to physically assist the EMS Provider in cases where a patient needs to be put on a gurney? What assistance or support can Zoo staff render to the EMS provider?**

   Under standard operating procedures, a single EMS Provider is assigned to the Zoo. For situations necessitating moving or lifting a patient, difficult terrain, or limited accessibility, a rescue ambulance (RA) must be requested to provide necessary assistance.

   Although staff may feel compelled to assist, protocol dictates that EMS Providers (as well as Zoo Security) utilize their professional training and discretion to determine when to request RA support. Involving untrained personnel in patient movement or lifting operations may introduce safety risks to both the patient and the employees involved.

   Zoo personnel may only support emergency operations by conducting scene management. This includes clearing pathways, carrying light bags, securing entry points, maintaining patient confidentiality and privacy, and ensuring responders have sufficient space to perform their duties. Zoo personnel may only participate in a physical lift if the EMS provider explicitly states it is necessary for the patient's immediate survival and the staff is entirely physically capable of doing so safely.

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**Received week of 6/15/2026**

4. **Please clarify the expected invoicing and payment structure for this contract. Should proposers assume monthly invoicing, annual billing, event-based billing for special events, or another payment schedule?**

   Contractor should invoice the Zoo on a monthly basis after the end of each month. Separate invoices should be submitted for regular shift work and special events occurring during the service period.

   Additional contracted services or items subject to reimbursement (including but not limited to CPR training, equipment, supplies, etc.) should be in a separate itemized invoice.

5. **Please provide the current contracted rates for the Zoo's existing on-site EMS or first aid services. Please also provide 2026 year-to-date costs for these services through the most recent available date.**

   The current contract for On-Site Emergency Technical Services is publicly available on RAMP.

   Current contracted rates:

   Regular rate: $65.00/hour
   Overtime rate: $97.50/hour
   CPR training: $55/person

6. **Please describe how daily incident, end-of-shift, and patient care reporting is currently conducted for the Zoo's existing on-site EMS or first aid services. Please include the current reporting system or platform used, the type of incident and patient care information captured, and how Zoo staff access reports and data.**

   Reports are emailed to Zoo staff for review.

   The contractor utilizes a web-based reporting system to generate and submit EOS reports and ePCRs as PDF files. Reporting details vary by care level and risk. Reports required by the Zoo include:

   Daily End-of Shift (EOS) Reports: include operations, personnel, equipment status, patrol summaries, and all patient encounters including minor "First Aid" calls (name, age, and care description). Daily EOS Reports are required to be submitted within 30 minutes of shift end.

   Electronic Patient Care Reports (ePCR): Detailed ePCRs are required for higher-level care or liability risks. Information included: Patient demographics, vitals, and illness history, narratives of assessment and treatment, refusal of care signatures and witness statements, stated incident causes and site photos. PCRs are required to be submitted within 24 hours of the incident, or sooner for responses involving Rescue Ambulance calls/transports and employee incidents.