

Response to RFP

For

Hill County ESD #2



Guardian EMS

Responding at the Speed of LIFE!



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I. Introduction

We appreciate the opportunity to submit this proposal for Ambulance service to your Emergency Services District. We look forward to the possibility of working directly with the ESD Board, as well as the citizens and other agencies throughout Hill County. Remaining consistent with our core values; which include providing outstanding patient care on quick responses and reliable medical transportation, Guardian EMS is the standalone industry leader in the provision of these services.

Guardian EMS is not new to servicing the needs of rural Texas Counties. That's why we avoid the cookie cutter or "one size fits all" approach, realizing that each area we service has its own unique set of needs. At Guardian EMS, we tailor our services around your needs. As the largest privately owned provider in Texas of emergent and non emergent services, we take pride in our ability to provide these services. It's that extra mile and that employee's touch which makes us the premier provider in Texas.

With our expertise in these areas of medical transportation, we are confident we can provide Hill County ESD # 2 with the highest level of patient care, response times, and services. Our goal is to establish a working partnership with the ESD, which will ultimately benefit the citizens as well the ESD. So, please consider Guardian EMS as your primary provider of medical transportation services.

II. Description of Proposed Organization

A MESSAGE FROM OUR FOUNDER

Guardian EMS has been providing quality ambulance services since 2000. The foundation of our organization is that patient care, customer service and customer satisfaction is the most important components to any ambulance service provider.

The focus on providing quality service that meets and exceeds the expectations of our patients, clients and citizens that we serve has helped create a reputation of true service excellence. This reputation attracts high caliber applicants and truly makes the employees of Guardian EMS the most valuable asset to the company.

Our organization takes great pride in being the only 911 EMS provider to over 275,000 people throughout rural communities across the State of Texas. Our commitment in continuing to distinguish ourselves as a leader in healthcare transportation services has created customer loyalty and allowed the company to maintain long-term relationships with many municipalities, healthcare facilities, and patients.

We invite everyone to join in our mission as we continue to strive for excellence.



Ricky Powell, CEO

II. Description of Proposed Organization

MISSION STATEMENT

Guardian EMS will continue to distinguish itself as a leader in health care transportation services within the communities we serve, focusing on quality patient care and customer satisfaction.

CORE VALUES

- Meet and exceed the needs of every patient, whose care is the utmost importance to us.
- Provide compassionate, caring service and respect to all regardless of race, creed, culture, age, sex, or the ability to pay.
- Maintain the highest ethical standards, holding integrity and honesty as our most important values.
- Build strong partnerships with those who share our core values and treat each other with respect, dignity and fairness.
- Maintain and continually develop relationships with leading health care providers to better serve the needs of our communities.
- Uphold the rights of the patient and family in all areas, especially the right to privacy, confidentiality, and the respect for their lifestyles.
- Follow benchmark practices of the industry to insure financial stability and viability for the future.



II. Description of Proposed Organization

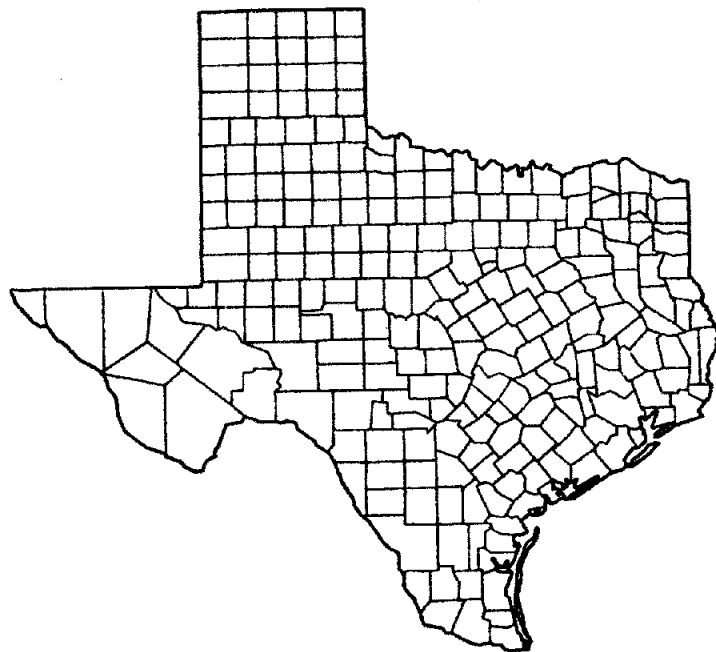
HISTORY

Guardian EMS is a fully licensed Emergency Medical Services Provider in the State of Texas. Guardian EMS is a division of Powell Professional Services, LLC and was established January of 2000.

Guardian EMS has continually experienced growth since its inception and currently has over two hundred fifty (250) employees. Our administrative offices are located at 1239 Bowie Street, Columbus, Texas 78934. We are proud to operate a fleet of fifty three (53) ambulances in eighteen different Counties responding to over 40,000 requests for service annually.

The company's primary business goal is to focus on providing Ambulance Transport Services to Rural Communities across the State of Texas. We also presently provide services to hospitals, skilled nursing facilities, Medical Centers, as well as private residents for all ambulance transports. We currently provide 911 EMS and Non Emergency Ambulance Transport Services in the following Counties:

- Bastrop
- Brown
- Collin
- Denton
- Dallas
- Gray
- Jim Wells
- Live Oak
- Madison
- Nueces
- Palo Pinto
- Parker
- San Patricio
- Travis
- Williamson



III. Proposers Qualifications

a) Previous Experience in Managing EMS

Guardian EMS is not new to the EMS business. We been providing Emergency Medical Services since 2000 and our administrative team carries a tremendous amount of management experience with it as well the senior management team. The senior Management team alone has over 80 years of EMS experience. The following time line of our services is a testament of our experience as well

2000 – Guardian EMS begins service in Bryan College Station

2001 – Guardian EMS begins providing 911 and non emergent services to Madison County

2004 – Guardian EMS begins providing 911 and non emergent services to Gray County and the city of Pampa

2005 – Guardian EMS begins providing 911 and non emergent services to the citizens of Brown County

2006 – Guardian EMS begins providing 911 and non emergent service to Jim Wells County

2007 - Guardian EMS begins providing non emergent transports to Palo Pinto and Parker County Facilities

2007 – Guardian EMS begins providing 911 and non emergent service to Bastrop County

2007 – Guardian EMS begins providing 911 and non emergent services to Live Oak County

2008 – Guardian EMS begins providing services in Dallas and the metroplex

The following is a list of counties and designated contacts:

Madison County, Texas

Judge Authur M. Henson

101 W. Main Street, Rm 110

Madisonville, Texas 77864

(936) 348 – 2670

Gray County, Texas

Judge Richard Peet

205 N. Russell

Pampa, Texas 79065

(806) 669 – 8007

Brown County, Texas

Judge E. Ray West, III

200 South Broadway street, Rm 109

Brownwood, Texas 76801

(325) 643 - 2828

Portland, Texas

Randy Wright, Director of Public Safety

1902 Billy G. Webb Drive

Portland, Texas 78374

(361) 643 – 2546

Bastrop County, Texas

Judge Ronnie McDonald

804 Pecan Street

Bastrop, Texas 78602

(512) 332 - 7201

Live Oak Co., Texas

Judge Jim Huff

P.O. Box 487

George West, Texas 78022

(361) 449 - 2733

III. Proposers Qualifications

b) Financial Depth and Stability

Guardian EMS is proud to be the company it is today. We are of suitable size to serve many rural Texas Communities, and yet are small enough to maintain personal relationships with our clients. However, at the same time large enough of a company to handle sudden needs within our current operations as well as allow us to expand into other areas of operations without detrimental financial strain. Guardian enjoys relationships with several financial institutions but strives to maintain financial independence. We maintain a large capital inventory and low financial responsibility to lenders.

If awarded the Hill County ESD # 2 contract for Ambulance service, Guardian EMS currently maintains the ability to absorb the start up cost independently.

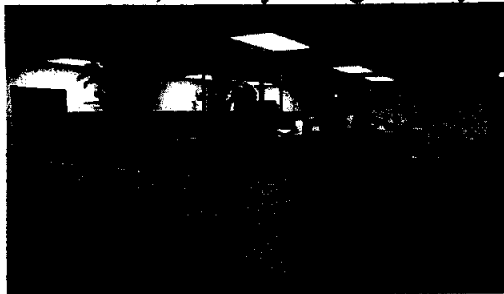
Last year Guardian EMS responded to over 40,000 calls averaging over \$1.8 million a month in revenue. Guardian EMS believes in a self reliance philosophy and performs all of it on billing.

1) BILLING SYSTEM

Guardian EMS has a comprehensive billing system that has a very high collection percentage. It is our goal to provide a billing office that is user friendly to both our customers and the third party payers.

Guardian EMS has had great success in collection of money by following a few simple guidelines. They are as follows:

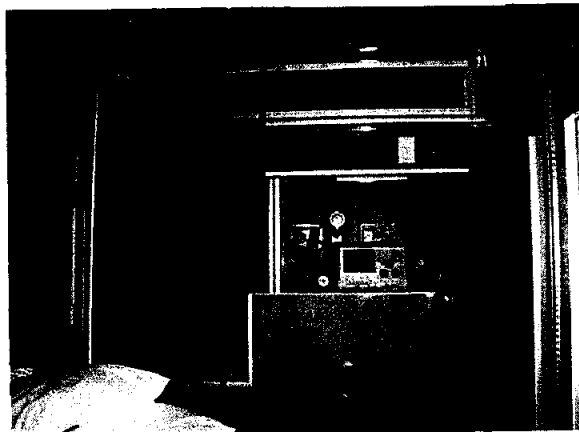
1. Guardian EMS will generate an invoice or claim within 24 hours of transporting the patient.
2. Third party payers are aggressively pursued for payment. Most ambulance services are covered by insurance companies. Guardian will exhaust all efforts to collect payment from insurance companies prior to billing the patient or responsible party for services.
3. Guardian EMS accepts assignment from insurance carriers for all services rendered.
4. Guardian EMS will work with patients to settle their account if they are unable to pay the full amount or have a co-pay or deductible. A monthly payment plan is available.
5. Guardian EMS also recognizes that some patients truly have no source of payment and will work with them on a case-by-case basis to resolve their accounts.
6. Guardian EMS will never harass patients for payment or attempt to make payment arrangements at the time of service for emergency calls.
7. Guardian EMS will always be respectful and polite to all customers regardless to their ability to pay. Telephone conversations will always be professional and helpful to the customer.
8. Guardian EMS has a fully staffed Business office that is responsible for collection of all fees owed for Ambulance Services.
9. Guardian's billing office is located at 1239 Bowie Street, Columbus, Texas 78934, to resolve any account questions. The billing office can be reached at 979-733-0010 or toll free at 877-337-0715, Monday through Friday from 0800 to 1700.



2) LIABILITY AND PROFESIONAL COVERAGE

Guardian's Insurance. Prior to the commencement of Services performed by Guardian EMS during the term of this Agreement, including any extensions(s) thereof, Guardian EMS shall obtain and provide the following insurance coverage:

Coverage	Limits of Liability
Employer's Liability/Worker's Comp.	Statutory
Commercial Liability Insurance	Bodily Injury and property Damage Combined Limits of: \$ 1,000,000.00 each Occurrence And \$ 3,000,000.00 Aggregate
Ambulance Malpractice	Bodily Injury and property Damage Combined Limits of: \$ 1,000,000.00 each Occurrence And \$ 3,000,000.00 Aggregate
Automobile Liability	Bodily Injury and property Damage Combined Limits of: \$ 1,000,000.00 each Occurrence And \$ 3,000,000.00 Aggregate
Uninsured/Underinsured Motorist	Statutory



In the event Guardian EMS is awarded this contract or further considered actual coverage policies and letters of indemnification will be provided

Also, In the event Guardian EMS is awarded this contract or further considered evidence of corporate DBA will be made available

Compliance with Scope of Service and Minimum Standards

a) Ambulance Coverage and Response Times

Guardian EMS proposes to cover Hill County ESD # 2 with 3 (three) MICU ambulances locations to be determined based on historical data, and availability of appropriate housing. Posting plans will be developed based on historical data as well as current call volume to allow for the shortest response times possible. All units will be licensed BLS / MICU capable and staffed at the MICU level.

b) Communications and Dispatch

COMMUNICATIONS & DISPATCH

Guardian EMS understands the importance and complexity of communications and dispatch systems. Guardian's experience as the largest privately owned provider in the State of Texas has helped to develop a comprehensive dispatch system. Guardian EMS will provide all areas of call taking, scheduling and dispatching of units after call is transferred from PSAP via a toll free non-emergency phone line for services for Hill County ESD # 2 through the state-of-the-art Ambulance Operations Center (AOC) currently operated by Guardian EMS.

AMBULANCE OPERATIONS CENTER (AOC)

Guardian EMS will provide a 24-hour-a-day EMS dispatch / communications center staffed by experienced communication personnel. This communications center is fully equipped to receive all types of calls from Emergency 911 requests to pre-scheduled transport.

THE COMMUNICATION CENTER PROCESS

The AOC located in Columbus Texas processes and responds to approximately 40,000 requests for service annually.

In our 911 service areas, a caller will contact a 9-1-1 operator who will direct them to one of three emergency service operators—police, ambulance or fire—depending on the nature of the emergency. When the call is directed to our Ambulance Operations Center (AOC), the caller's address, nature of the emergency and telephone number will be confirmed, this information is entered into the Computer Aided Dispatch (CAD) system, and a unit is assigned the emergency call. While the call-taker is questioning the caller as to the nature of the problem, the paramedic crew is being notified of the location of the emergency. This process will be completed in less than 45 seconds with 90% compliance. This means a Paramedic is on the way to each emergency in the shortest possible time.

The call taker determines call priority by using the National Academy Emergency Medical Dispatch Protocol. This expert system, which is recognized as the standard of care for emergency medical dispatch, helps call takers identify the nature and severity of the call. Using this questioning sequence, the call taker evaluates the patient's condition and selects the appropriate response option.

Once this is done, the call taker updates the ambulance dispatch form, and the ambulance dispatcher relays the details of the call to the responding paramedics. Based on the specific protocol, the call taker may stay on the line with the caller to provide pre-arrival assistance and support if needed. This assistance may include providing the caller with instructions for cardiopulmonary resuscitation (CPR), the Heimlich maneuver for a choking patient, or coaching the caller in the delivery of a baby. Poison control and hazardous materials (Hazmat) services are also available to the AOC if needed.

Request for non-emergency and scheduled transports are handled with the same level of professionalism and urgency. Our highly trained Emergency Medical Dispatchers also provide expert customer services to our customers in our Non-Emergency Markets across the State. Focusing on customer service and exceeding the needs and expectations of our clients is the highest priority for our AOC staff members.

COMPUTER AIDED DISPATCH (CAD)

The entire process of call taking, dispatching and fleet monitoring is accomplished using a sophisticated CAD system.

The communication center uses MRES Dispatch System by Micro Resources Electronic Software, Inc. MRES specializes in developing dispatching systems and associated software applications for the ambulance industry. To ensure continued viability for the product, the center maintains agreements for 24-hour availability for service and repair of all MRES products.

The CAD also incorporates other computer systems that give it the capability to conduct call reviews, provide fleet summaries, and continually monitor and manage call volume, response times and performance trends.

Other features of the communications system include the following:

- Auto-dial telephone links to hospitals, ambulance, fire and police services
- Cellular telephone links between paramedics in the field and physicians in the hospital emergency departments
- Truck mounted GPS systems and mapping system for turn by turn directions as well as Map books, used by field personnel. These maps are constantly being updated

Each request for service received by the AOC is assigned a unique call identification number. Every stage of the ambulance call is monitored and recorded in a computer database to ensure Quality and Response Time Standards are met.