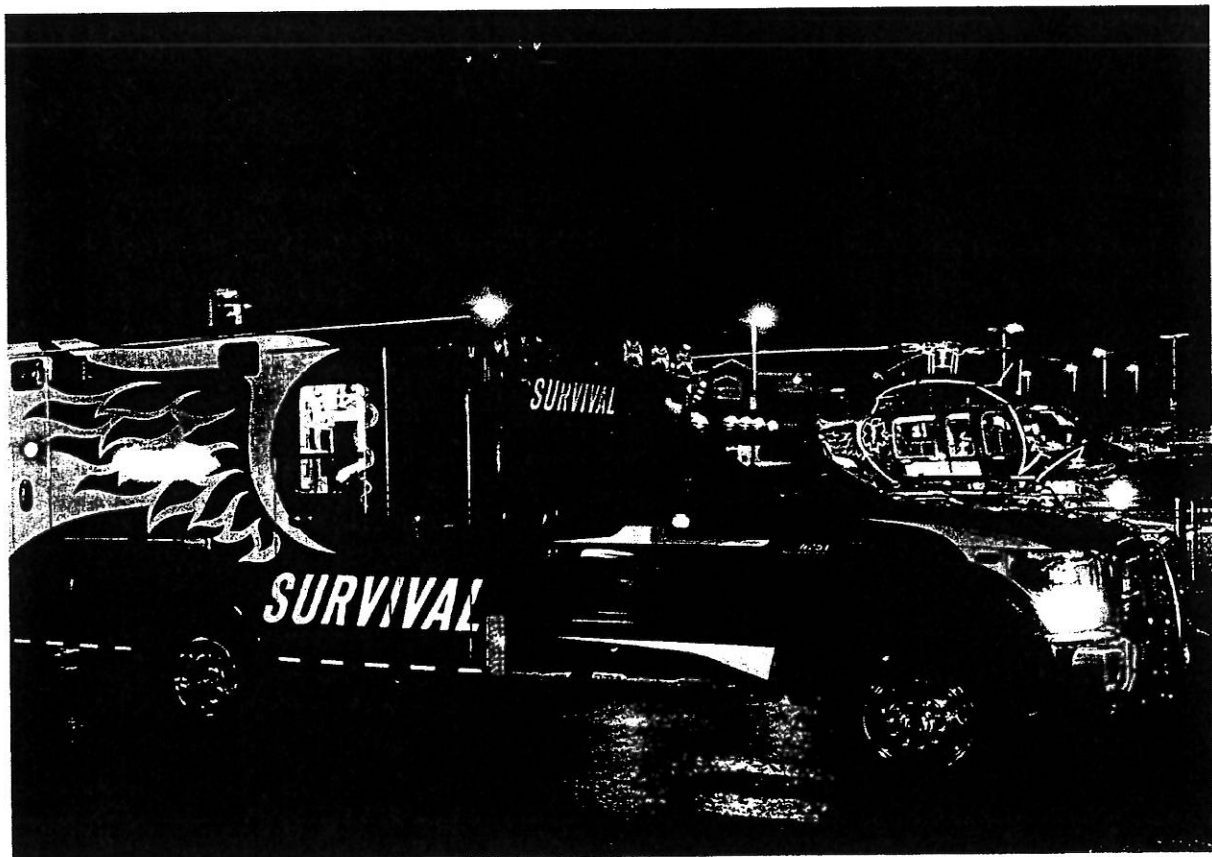




SURVIVAL FLIGHT EMS, LLC

**PROPOSAL FOR THE PROVIDING OF AMBULANCE SERVICES TO
VAN BUREN COUNTY, ARKANSAS**



9/30/2022

Candidates for employment to Survival Flight EMS undergo thorough background checks (1st Party Agency), reference checks, drug screening (initial, incidental and random), driving record checks (initial and annually), licensure verification, medical knowledge testing, clinical skills testing, and a panel interview before hire.

All Paramedic level and above candidates selected for hire will undergo a week of intensive training to include Survival Flight EMS protocols, equipment familiarization, driving guidelines, Certified Emergency Vehicle Operators (CEVO) course, patient care instruction and assessment as well as many other topics. The new hire candidate must also pass a post training written test and scenario-based assessment of their skills verified by the Medical Director prior to beginning field operations.

Personnel once completing this training will be evaluated by a preceptor aboard a Survival Flight EMS unit for multiple shifts. Once this evaluation is completed and they are deemed "ready" by Survival Flights Education Department, Medical Director and Preceptor they will then begin their assigned EMS duties.

Each employee is required to continue their education and training by completing monthly, quarterly and annual training and skills verification. They will be on probation for ninety (90) days in which all patient medical charts will be audited through peer-review, 3rd party review or medical director review.

Each Paramedic, employed by Survival Flight EMS aboard an ALS unit is required to possess and maintain current the following certifications;

- National Paramedic Certification
- State of Arkansas Paramedic License
- Basic Life Support Provider (BLS) Certification
- Advanced Cardiac Life Support (ACLS) Certification
- Pediatric Advanced Life Support (PALS) Certification
- Pre-Hospital Trauma Life Support (PHTLS) Certification
- Neonatal Resuscitation Provider (NRP) Certification
- FEMA Incident Command System (ICS) Certification for Modules 100, 200, 700 & 800
- National Traffic Incident Management (NTIMS) Certification
- Certified Emergency Vehicle Operator (CEVO) Certification

Quality Assurance

Survival Flight EMS' Compliance Department has a very rigorous QA/QI process in place for each and every call to track trends, issues or successes of all of its patients and employees.

We utilize this process, along with our very active Board-Certified Medical Director, Dr Scott Dunn see **Exhibit "J"**, and numerous other Associate Medical Directors employed by Survival

Maintenance of All of Survival Flight EMS Units and Equipment

Survival Flight EMS currently only utilizes Ford authorized repair facilities for its EMS unit heavy maintenance.

For specialty ambulance repairs we utilize Emergency Repair of Arkansas (ERA) located in Batesville, AR. See **Exhibit "M"**.

Survival Flight also has existing contracts on its electronic medical equipment such as ventilators, cardiac monitors and IV infusion pumps in which they are serviced annually by the manufacturer for preventive maintenance.

Level of Service

Ambulances provided by Survival Flight EMS, will be licensed and staffed to the levels of service required, or above, and agreed to in the Van Buren County Ambulance Contract.

Survival Flight EMS commits to staffing of three (3) licensed Advanced Life Support units twenty-four (24) hours per day, seven (7) days a week on a year-round basis.

Survival Flight EMS commits to providing a fourth (4th) EMS unit licensed as Basic Life Support, Advanced Life Support or Advanced Life Support (ALS) Quick Response at minimum during the hours of 11:00 A.M. to 7:00 P.M. twenty-four (24) hours per day, seven (7) days a week, on a year-round basis. Survival Flight EMS anticipates this unit to be staffed as an ALS unit from 7:00 A.M. to 7:00 P.M. once operation begin.

Survival Flight EMS agrees to provide an additional two (2) EMS units within the Van Buren County coverage area from 8:00 A.M. Thursday until 7:00 P.M. Sunday, preceding Labor Day.

Deployment

Survival Flight EMS agrees to locate, establish and/or lease, a physical ambulance staging location, within five (5) miles of Ozark Health Hospital that will be staffed twenty-four (24) hours per day, seven (7) days a week, on a year-round basis.

Survival Flight EMS also agrees to locate, establish and/or lease, a physical ambulance staging location, within three (3) miles of the Main entrance to the City of Fairfield Bay.

Response Area

As identified in the Contract, Survival Flight EMS' primary response Service Area will be all of rural/unincorporated Van Buren County and the territory within the cities of Clinton, Fairfield Bay, Damascus, and Shirley, Arkansas.

Survival Flight EMS will work and strive to obtain further mutual aid agreements with other services in surrounding areas/counties to ensure adequate EMS response for times of natural disaster, excessively high call volume or mass casualty event.

Disaster Preparedness

Survival Flight EMS, along with Survival Flight Inc., agree to provide all air and ground assets necessary along with all personnel available to assist with any man-made or natural disaster.

Ambulance Oversight Board

Survival Flight EMS commits to participate in any and all Ambulance Oversight Board meetings by providing representation, in person, to each meeting.

Survival Flight EMS also agrees to attend, if requested, to any City or County meetings in which EMS issues or emergency care or transport may need to be discussed, promoted or reported upon.

Survival Flight EMS commits to work towards any issues which may arise from these meetings within its control.

Survival Flight EMS commits to provide relevant information to this Board if/when requested.

Survival Flight EMS commits to provide, on demand, all Operational Policies, procedures, maintenance records, non-protected communications records and other non-protected data directly related to operations or costs of operations for compliance auditing.

Survival Flight EMS will provide monthly reports to the Ambulance Oversight Board to include:

- Number of Calls
- Number of Transports
- Area of Response
- Response Times to 911 Requests
- Response Times to Transfer Requests – Ozark Health Medical Center
- Type of Call
- Destination of Call
- Complaint Resolution
- Special Activities – Community Outreach, First Responder Education, Special Event Participation

Fee Structure

Survival Flight EMS' rate Structure is attached to this Proposal as **Exhibit "K"**. Survival Flight EMS agrees to not deviate from the fee structure without approval from the Ambulance Oversight Board.

Survival Flight EMS would reserve the right to request, annual, review of these rates with the Ambulance Oversight Board to ensure proper adjustment if needed or desired.

Survival Flight EMS does not charge for ALS standby unless the request would be for an unusually extended amount of time. This fee would be nominal and simply to cover employee overtime costs.

Survival Flight EMS does not charge for lift assists unless this service is being abused upon a regular basis. At which time a nominal fee would be given to curb abuse of the 911 response system.

Survival Flight EMS will not charge for School functions inside the county in which an ALS unit is requested to stand-by. (i.e., High School Football games) This unit however would be available from the stand-by location for other calls within the county should the need arise.

If a dedicated unit is required, then a nominal fee may apply to cover costs. All reasonable accommodations will be made to prevent this being an item of issue as Survival Flight EMS will strive to be a great partner and asset which will become engrained within the communities we serve.

Membership

Survival Flight EMS LLC. along with Survival Flight Inc. offer a joint membership plan at this time for coverage to an individual or family at the following rates; See also **Exhibit "L"**.

Individual: \$60 per year

Family: \$70 per year

Survival Flight EMS LLC. and Survival Flight Inc. reserve the right to adjust these rates annually.

Air Resource Utilization Review

A Board-Certified Medical Director reviews all flight requests initiated by Survival Flight EMS. These flight requests would be reviewed for items such as but not limited to; appropriateness of request, risk/benefit to the patient involved, patient outcomes.

Van Buren County Financial Obligation

In order to provide five (5) ALS stocked and ready units of which three (3) units are staffed, twenty-four (24) hours per day, seven (7) days a week, on a year-round basis along with an additional "day time" EMS unit and Supervisor dedicated to the areas outlined in this document and responding from static County locations, a current subsidy in the amount of \$0 per year will be required to be paid by the "Owner".

Survival Flight EMS Units

Survival Flight EMS currently runs all Wheeled Coach brand Type 1 EMS units with Ford brand F-350 or F-450 chassis. Survival Flight EMS will provide this type and style of unit for servicing the Van Buren County citizens.

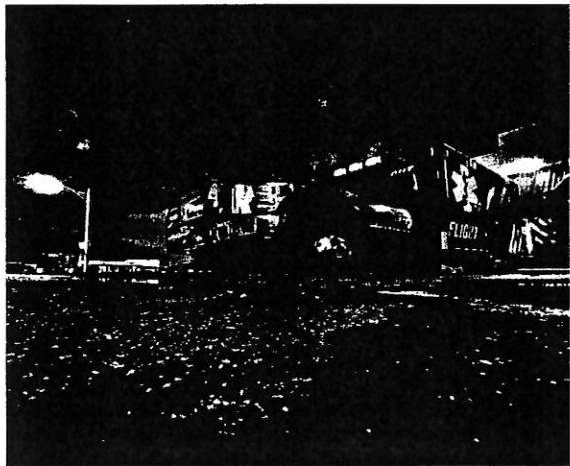
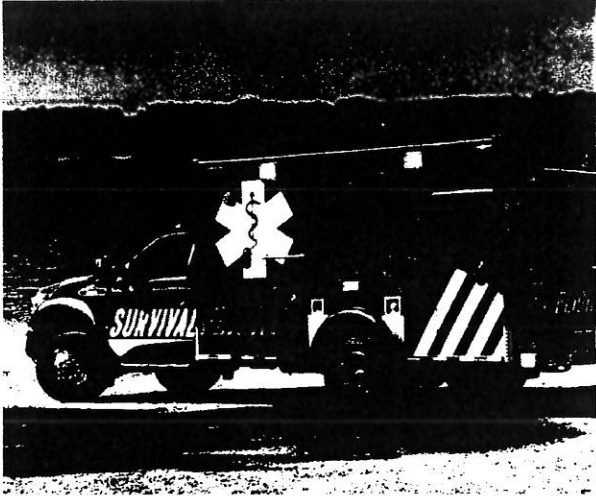
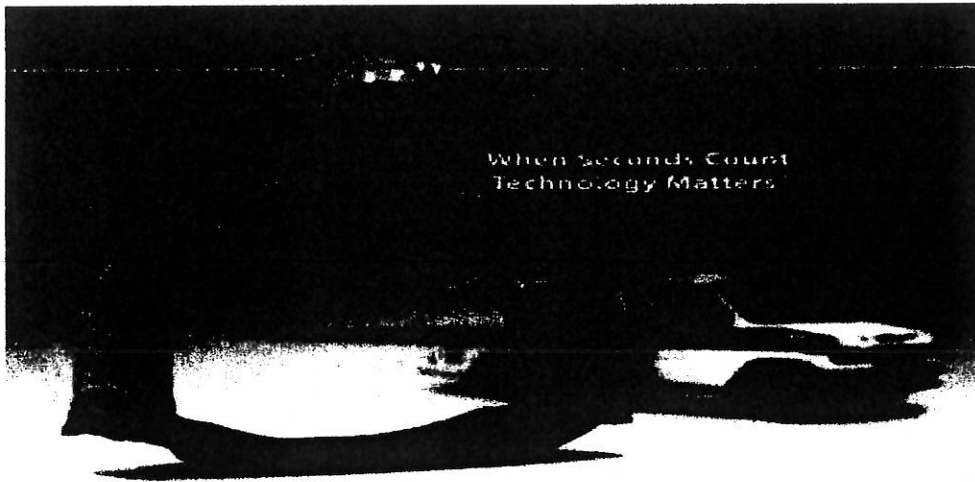


Exhibit "A"



**Defibtech's Latest Advancement – The Lifeline ARM
Automated Chest Compression (ACC) Device for Professionals**
Precise operation of the Lifeline ARM helps to ensure high-quality
and continuous cardiopulmonary resuscitation (CPR) associated with
better survival for victims of sudden cardiac arrest (SCA)



Effective cardiopulmonary resuscitation (CPR) requires a high level of excellence in order to have an impact on the survival rate of a cardiac arrest victim.

This is very difficult to achieve manually when fatigue can occur in as little as 1-2 minutes while trying to maintain at least 2 inches/5 cm depth compressions at a minimum rate of 100 compressions per minute.

In an emergency situation, the Lifeline ARM when used as an adjunct to manual CPR, provides extended CPR with minimal interruptions when fatigue, insufficient personnel, or patient transport (e.g., ambulance, intra-hospital) may prohibit the delivery of effective/consistent compressions to the victim. Its award-winning design provides portability, speedy deployment, and delivers precise CPR with unmatched operating times.

Survival Flight EMS utilizes these aboard each in-service ground unit.

Exhibit "C"

McGRATH™ Video Laryngoscope

Optimizes first-attempt success when compared to direct laryngoscopy,^{1,2} while helping minimize exposure to support your safety, too.



Due to the COVID-19 pandemic, airway management guidelines in many countries have recommended video laryngoscopy (VL) be used as a first line for all patients requiring intubation.

Routine use of the McGRATH™ VL improves first attempt success rate and lessens hemodynamic response when compared to the traditional direct visualization technique.

Survival Flight EMS utilizes these video laryngoscopes aboard both its ground units and aircraft and doing so has shown improved first-time success in patients requiring intubation.

SAPPHIRE Infusion Pumps



The Sapphire infusion system is a complete solution for varied clinical uses and EMS settings. Offering ease of use and reliability, Sapphire combines high-end volumetric infusion pump functionality with compact size and low weight.

Survival Flight EMS utilizes these IV pumps to more accurately dose the many various medications within our vast protocols. These pumps are a requirement aboard our ALS units and aircraft to meet Medical Directors demands of accurate patient dosing beyond what is permitted by manual techniques.

Exhibit "G"

Heber Springs picked as 2020 'Trendsetter City'

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LOCAL NEWS

by: Chris Counts

Posted: Dec 21, 2020 / 01:18 PM CST / Updated: Dec 21, 2020 / 01:32 PM CST

Link to Full Story and Interviews:

<https://www.kark.com/news/local-news/heber-springs-picked-as-2020-trendsetter-city/>

HEBER SPRINGS, Ark.- Heber Springs was announced as a Trendsetter City for 2020 by the Arkansas Municipal League on Monday.

This is for the city's innovative public-private partnership with Survival Flight; that both reimagine and improve public safety in the city.

"Before I became chief, people in Heber Springs were waiting up to 30 minutes for an ambulance if they had a medical emergency," Heber Springs Fire Chief Jason Robitaille said. "With our partnership with Survival Flight, the city now has more firefighters, two newly staffed fire stations, and a sophisticated emergency dispatch operation that is top-notch. All of these things have been accomplished while still saving the city hundreds of thousands of dollars."

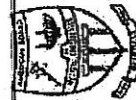
Survival Flight is a helicopter ambulance company that's headquartered in Batesville that started a ground ambulance program in Heber Springs in 2019.

"After Chief Robitaille took over at the fire department, we both came to realize that we could help each other get better," Survival Flight CEO Chris Millard said. "By partnering with Heber Springs, we've been able to expand our ground ambulance base and vastly improve our services in the area. Our partnership just makes sense."

The Trendsetter City program was created by the Arkansas Municipal League to recognize cities throughout the state of Arkansas that have gone above and beyond to improve the lifestyles, infrastructure, wellness, and safety within their community. Heber Springs was honored for its incredible improvement to public safety in the city while simultaneously saving taxpayer money.



American Board of
Emergency Medicine



American Board of Emergency Medicine

Established for the Certification of Emergency Physicians Hereby
Declares that

SCOTT M. DUNN, M.D.

Has Successfully Fulfilled the Requirements of the Emergency Medicine
Continuous Certification Program and is Certified as a Diplomate of the
American Board of Emergency Medicine

January 1, 2014 – December 31, 2023

President James N. Jones M.D.

Secretary [Signature]

Certification Number 32951



SURVIVAL FLIGHT

Memberships are offered by
Survival Flight Membership LLC.

- Yearly membership for one individual (\$60.00)
- Family yearly membership for one household (\$70.00)
- Group Plan: membership for groups of 10 or more, call (870)-793-0998 for pricing.

Primary Applicants Contact Information:

Name: _____

Mailing Address: _____

City: _____

MOVE WITH PURPOSE



SURVIVAL FLIGHT

NAME	DOB	RELATIONSHIP

JOIN TODAY!

(870)-793-0998



www.survivalflightinc.com





Emergency Vehicle Technician

Certification Commission, Inc.

Cody Mize

is certified in the areas listed below:

Expires:

Maintenance, Inspection, & Testing of Fire Apparatus	06/09/2023
Design & Performance Standards of Fire Apparatus	04/25/2024
Fire Pumps and Accessories	04/25/2024
Fire Apparatus Electrical Systems	10/09/2025
Advanced Electrical Systems	06/10/2022
Aerial Fire Apparatus	10/06/2021
Allison Automatic Transmissions	04/29/2021
Foam Systems	10/03/2023
Hydraulic Systems	04/25/2024


Kevin Roberts, President



Emergency Vehicle Technician

Verification Commisssion, Inc.

Cody Mize

is certified in the areas listed below:



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Foam Systems	10/03/2023
Hydraulic Systems	04/25/2024

Kevin Roberts, President

<u>July</u>	<u>August</u>	<u>September - Quarterlies</u>
<p>Online - Scene and Responder Safety Scene Safety Safety: Responding to Violence HAZMAT: EMS Response EMS Flood Response Behavior Based Safety Monthly Fire Training</p> <p>Base Meeting Training - 2nd Tuesday Extreme Heat Emergencies Summer Emergencies AHA Provider Renewal Course - BLS, ACLS, PALS First Responder Outreach - 3rd Tuesday 6PM Summer Emergencies Assessment: Pediatric Community Outreach - 3rd Tuesday 9AM 8AM Free B/P and Glucose Checks 9AM CPR Cost \$</p>	<p>Online - Responder Mental/Physical Wellness Workplace Stress Responder Wellness and Fitness Back Safety & Injury Prevention Lifting & Moving Monthly Fire Training</p> <p>Base Meeting Training - 2nd Tuesday Proper Lifting, Loading of Stretcher, LSB Mobile/Portable Radio Operation & Comms First Responder Outreach - 3rd Tuesday 6PM</p> <p>Community Outreach - 3rd Tuesday 9AM 8AM Free B/P and Glucose Checks 9AM Back Safety & Injury Prevention Lifting and Moving</p>	<p>Online - Pt Monitoring and Code Mgmt. 12-Lead ECG Capnography Code Mgmt. Monthly Fire Training</p> <p>Base Meeting Training - 2nd Tuesday PHTLS Quarterlies First Responder Outreach - 3rd Tuesday 6PM PHTLS - Cert \$15</p> <p>Community Outreach - 3rd Tuesday 9AM 8AM Free B/P and Glucose Checks 9AM Stop the Bleed</p>
<u>October</u>	<u>November</u>	<u>December - Quarterlies</u>
<p>Online - Driver Safety Part 2) Pre & Post Trip Inspections Driver Safety Emergency Vehicle Operations 2.0 Monthly Fire Training</p> <p>Base Meeting Training - 2nd Tuesday SFEEMS Driving Course and Guidelines Maintenance/Safety Checks of Unit First Responder Outreach - 3rd Tuesday 6PM Trauma First Responder: Tourniquet, Splinting, LSB Community Outreach - 3rd Tuesday 8AM Free B/P and Glucose Checks 9AM CPR Cost \$</p>	<p>Online - IO, CPAP IO Vascular Access Respiratory Emergencies: CPAP VAD Patients: EMS Response Monthly Fire Training</p> <p>Base Meeting Training - 2nd Tuesday Monitor, Vent, Pump, Defibtech Review First Responder Outreach - 3rd Tuesday 6PM Code Management Managing Multiple Patients : EMS Community Outreach - 3rd Tuesday 8AM Free B/P and Glucose Checks 9AM</p>	<p>Online - Entrapped Patients Extrication & Patient Packaging Extrication Update: Newer and Hybrid Vehicles Monthly Fire Training</p> <p>Base Meeting Training - 2nd Tuesday NRP Recert First Responder Outreach - 3rd Tuesday 6PM</p> <p>Community Outreach - 3rd Tuesday 8AM Free B/P and Glucose Checks 9AM Stop the Bleed</p>

Southern will provide a time from when the emergency call is acknowledged by the ambulance service and adequate information is made available which identifies the location and nature of the call, and until the ambulance is enroute of two (2) minutes or less at least ninety (90%) of the time. This time shall be determined by Van Buren County 911 Dispatch. Southern will also be tracking these times with a recorded radio over internet system and our dispatch.

RATES

Southern Paramedic proposes to charge user fees for ground ambulance services as follows:

- BLS-Base rate \$800.00
- ALS-1 Base rate \$800.00
- ALS-2 Base rate \$1800.00
- Critical Transport Not recognized in Arkansas
- Non-Emergency rate \$800.00
- Mileage (loaded) per mile \$15

These rates have not changed in 5 years.

Dedicated Special Event Coverage (For-Profit)	TBD
Dedicated Special Event Coverage (Non-Profit)	No Charge
Public School Athletic /Special Events	No Charge

In recognition that rates are generally dictated by payments allowed by third parties, Medicare, Medicaid, and the insurance industry, the initial rate structure is targeted for two years and may be adjusted from time to time as the rates allowed by Medicare, Medicaid, and the insurance industry change. Southern would inform the Oversight board of any potential changes to rates. Southern would cooperate with any qualified financial examiner or auditor appointed the Oversight board to examine the books and records of Southern to ensure that the rates being charged are justified, fair, and reasonable. If Southern submits a rate structure that is not supported by the examination of the financial records of the applicant and/or the applicant's historical performance as is required herein, or in the event the financial strength of the applicant falls below acceptable standards recognized by the Generally Accepted Accounting and Auditing Principles, the Oversight board may revoke the contract. If Southern is removed for failure to adhere to this clause, Southern shall be ineligible to apply in the subsequent process to contract for ambulance/EMS services with the Oversight Board.

In the event of a rate structure changed due to changes in the market as described above, Southern would cause such records of the Contractor to be examined to verify the reasonableness or accuracy of the new rate requested. In the event the new rate is found to be justified and reasonable by independent examination experienced in EMS billing, Oversight Board shall approve the adjusted rate structure. The Oversight Board will approve billing changes as CMS changes occur.

MEMBERSHIPS

All Southern ambulance are equipped with operational Global Positioning Navigation Devices.

If there is a medical emergency for good cause or emergency declaration by the Governor of the State of Arkansas or the President of the United States of America requiring the deployment of all available ambulances to locations outside Van Buren County, said deployment shall not in and of itself constitute a breach of this contract.

The Contractor shall provide at a minimum an additional 2 ALS ambulances in the Coverage Area for Chuck wagon races

ADDITIONAL PROFESSIONAL REQUIREMENTS

Southern is a member in good standing of appropriate medical Professional associations including the American Ambulance Association and the Arkansas Ambulance Association

INSURANCE

Southern does carry all appropriate professional, employer, and vehicle insurance, and shall identify Van Buren County, Arkansas, and the Cities of Clinton, Fairfield Bay, Damascus, and Shirley, Arkansas, as also names insured parties with minimum limits of one million dollars (\$1,000,000) per occurrence and two million dollars (\$2,000,000) aggregate claim.

RADIO/DISPATCH COMMUNICATIONS

Southern will use as dispatch communications the Van Buren County 911 Dispatch and monitor with radio over internet in our dispatch center

CITY OF FAIRFIELD BAY

The City of Fairfield Bay Fire/Rescue is authorized to transport patients from Ozark Health Hospital that it has taken there for initial treatment. The City of Fairfield Bay Fire/Rescue is authorized to provide first responder services. The City of Fairfield Bay Fire/Rescue is authorized to provide BLS service, utilizing licensed ambulances and volunteers, on call from Southern, and when Southern is unavailable to provide services in a timely manner in the City of Fairfield Bay.

REPORTING REQUIREMENTS

The Contractor shall report contract compliance monthly with a verifiable audit trail and summarize yearly to the Oversight Board

Southern will provide quarterly reports to the Oversight Board which shall include the number of runs, response times, call type analysis, complaint record with resolution, and special activities.

Southern shall provide quarterly reports to the Oversight Board regarding transport response times from Ozark Health Medical Center. Transport response times shall be measured

EXCLUSIVITY OF CONTRACT

This contract shall be a grant of an exclusive franchise by the Owner to Southern for the entire term of the Contract. Engagement of the Owner of another Ambulance Business shall be good cause to cancel the Contract by Southern.

INCORPORATION

All specifications, drawings, technical information, the RFP, the proposal, award and similar items referred to or attached or which are the basis for the contract are deemed incorporated by reference as if set out fully in the RFP.

ALTERATIONS OR AMENDMENTS

No alterations, amendments, changes, modification, or additions to the contract shall be binding on the Owner without prior written approval of the Owner.

ASSIGNMENT

Southern will not assign or sub-contract the contract, its obligations, or rights hereunder to any party, company, partnership, incorporation or person.

WARRANT

Southern warrants to the Owner that all services rendered shall conform to the specifications, proposal or other descriptions furnished or incorporated by reference. Contractor extends to the Owner all warranties allowed under Arkansas state law.

REMEDIES

The Owner shall have rights and remedies afforded under Arkansas 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.

ORDER OF PRECEDENCE

In the event of inconsistent or conflicting provision of the contract and referenced documents, the following descending order of precedence shall prevail: (1) Item Description, (2) Request for Proposal, (3) Proposal, (4) Award, (5) Special Terms and Conditions, (6) General Terms and Conditions, (7) Specifications.

SEVERABILITY

In any provision of Southern is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.

contemplated or performed relative to the Contract.

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BOOKS AND RECORDS

Southern shall maintain all books, documents, accounting records (these include all Vehicle and Equipment Maintenance Records, Employee training records and employee license records) and other evidence pertaining to the services provided under the contract and make such materials available at its offices at all reasonable times during the contract period and for three (3) years from the date of the final payment under the contract period for inspection by Owner or by any other governmental entity or agency participating in the funding of the contract, or any authorized agents thereof; copies of said records to be furnished if requested. Such records shall not include those books, documents and accounting records that represent the Contractor's cost of acquiring or delivering the services governed by the contract.

Proposal

Southern Paramedic Services has the resources, experience, and ability to provide Van Buren County with quality, professional ambulance service with \$500,000 yearly subsidy paid in quarterly payments in exchange for the exclusive rights to provide emergency and non-emergency medical transportation services in the County for the first three years and years 4-5 the amount would be \$600,000. Further, Southern Paramedic Services agrees to comply with all specifications as presented in joint bid proposal as published by Van Buren County and the Cities of Van Buren County Arkansas. This includes three ALS ambulances each staffed (24) hours per day and the BLS day truck.

Company Description

Southern Paramedic, Inc. is an Arkansas chapter "C" corporation formed in 1993 that provides cost-effective, high-quality ground ambulance services throughout Arkansas. The company's ground operation currently responds to more than 7,000 annual calls and covers more than 1,500 square miles. In addition, our sister company (Southern Care, Inc.) responds to an additional 3,000 calls annually while covering 1,200 square miles. In addition to local emergency and non-emergency transportation, Southern Paramedic provides ground-based long-distance transfers at the ALS and BLS level. The Southern Paramedic ambulance program serves the residents of Arkansas, Lonoke, Monroe, Prairie, and Carroll Counties, while Southern Care covers Cross and Lonoke Counties. Southern Paramedic has the resources, experience, and ability to provide the County with full and complete services as stated in the request for proposal

MEMBERSHIPS / AFFILIATIONS

Arkansas Ambulance Association (Member)

Chamber Commerce (All communities)

Better Business Bureau (AR)

America Ambulance Association (Member)

Catalyst Insurance LTD (Board Member)