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**EXHIBIT "A"
Specifications**

- A. Company must have an established record of similar emergency response services within the State of Texas for at least the two (2) years immediately preceding the effective date of this Contract.
- B. Company must provide a minimum of Advanced Life Support ("ALS") or higher services at all times and for all calls, according to the standards and conditions established by the Texas Department of Health and the Texas Emergency Medical Services Act, Tex. Health & Safety Code Ann. Ch. 773 (Vernon 1992 & Supp. 1995).
- C. Company must be able to assign a minimum of two ALS-equipped or better ambulance units exclusively to service in the Service Area, with a base station in such area.
- D. Company must be licensed by the Texas Department of Health for the provision of the emergency medical services described in these Specifications, and must, in addition, possess all other licenses, permits, third-party reimbursement arrangements required of the provider by law, regulation, or sound business practices.
- E. Company must have in place, or be able to acquire prior to the commencement date of any services provided under this Contract, mutual aid agreements with other emergency medical services providers in the neighboring areas to assist in the event of a major incident or should additional units be otherwise required on a temporary basis to adequately cover the contemplated service area. Such arrangements shall, at all times, be subject to the approval of the Hidalgo County Commissioners Court. Mutual aid arrangements may be used by Company to meet the response time and performance requirements of these Specifications, provided, however, that the services provided by other ambulance services shall be of a level at least equal to the minimum requirements of these Specifications.
- F. Company shall be responsible for all day-to-day operations of the emergency medical services provided in the Service Area, including, but not limited to, hiring, staffing, dispatching, field operations, billing, collections, and purchasing, and shall provide all necessary in-service and other training of all dispatchers, field personnel, drivers, technicians and paramedics.
- G. Company must have in place, or be able to acquire prior to the commencement date of any services provided under this Contract, arrangements with "first responder organizations" such as local police and fire departments to assist Company responding to emergency calls within the Service Area. Where first responder organizations are units of or affiliated

with political subdivisions of the state of Texas (e.g... fire departments, police departments, and/or sheriff's departments), Company will provide such organizations with all necessary equipment and supplies, including, but not limited to trauma kits and pediatric kits, at no cost to such political subdivisions or the first responder organization. In addition, all first responder organizations will be provided with training necessary to meet state certification requirements at no additional cost to such organization or political subdivisions.

- H. Company must have in place, or be able to acquire prior to the commencement date of any services provided under this contract, arrangements with local hospitals within and near the Service Areas for telemetry and telecommunications contact with emergency department physicians, and for patient assessment techniques, standing orders, and recommended diagnoses or medical protocols.
- I. Company shall prepare and publish professionally prepared pamphlets, brochures, circular and other documents necessary and appropriate to advise residents of the service area of the levels and types of services available, complaint procedures, and the rates charged by the Company.
- J. To the extent available in the service area, Company will make arrangements for interface with the "911" dispatching system on or before the commencement of services provided under this Contract.
- K. Company shall be expected to promote and maintain a good reputation in the medical community through participation in published research and industry affairs, prompt response and follow-up to inquiries and complaints from whatever source, and leadership in community education programs such as basic first aid and "CPR" training, health fairs, and school visits.
- L. While this Contract is a "performance contract", and while Company is encouraged to employ its own methods and techniques for producing the highest levels of patient care, Company is expected, as well, to utilize management practices that ensure all field personnel working extended shifts, part-time jobs, voluntary overtime, or mandatory overtime are relieved at such times as to prevent persons with impaired judgment or motor skills from serving patients.
- M. For at least ninety percent (90%) of all calls, as determined by the dispatcher in strict accordance with approved telephone protocols, Company shall maintain a call-to-on-scene response time of twenty (20) minutes or less. All response times in excess of twenty (20) minutes shall be documented in writing, together with Company's efforts to eliminate repetition of poor response-time performance.

- N. Company will be allowed to provide non-emergency transport of patients within and surrounding the Service Area, provided such non-emergency transports do not in any manner impair Company's ability to meet the service and response time requirements of these Specifications.
- O. Company must make provisions to allow for direct radio or other telecommunication contact between mutual aid providers, first response providers and Company and its dispatchers to effect accurate and reliable coordination of efforts between such providers.
- P. In order to provide the highest quality of care to patients of Company, the following minimum standards of hygiene must be observed:
 - 1. After transportation of a patient, the interior of the ambulance shall be straightened and cleaned. All linens shall be replaced.
 - 2. If a patient with an infectious disease is transported, the ambulance interior shall be completely cleaned and disinfected. All applicable infection control standards and operating procedures shall be adhered to.
- Q. Company shall furnish proof of insurance in at least the following limits, to be in place prior to providing any services under this Contract, and to continue at all times in force in effect during the term of this Contract:
 - 1. Automobile liability umbrella insurance policy in an amount of at least Five Million Dollars (\$5,000,000) (carrier may set primary coverage). Coverage should include injury to or death of persons and property damage claims arising out of the operations of the ambulance service authorized herein;
 - 2. Uninsured motorist coverage in an amount equal to the bodily injury limits set forth immediately above;
 - 3. Malpractice and/or professional liability insurance in an amount of at least Two Million Dollars (\$2,000,000) for each claim;
 - 4. A One Million Dollar (\$1,000,000) general liability umbrella policy with limits of at least \$100,000.00/\$300,000.00 providing additional coverage to all underlying liabilities;
 - 5. Workers compensation insurance as required by applicable law;
 - 6. Certificates of insurance shall be submitted to the County for approval prior to the award and execution of any contract pursuant hereto;

7. Each policy of insurance required hereunder shall extend for a period equivalent to the longer of the term of the license granted by the Texas Department of Health for the operation of the ambulances or the term of this Contract, and any insurer hereunder shall be required to give at least thirty (30) days written notice to the Hidalgo County Judge prior to the cancellation of any such coverage on the termination date or otherwise; and
8. This Contract shall be automatically suspended upon the cancellation or other termination of the license of the Company or any required policy of insurance hereunder.

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EXHIBIT "B"

COMMUNICATION CENTER

The communications center will be running on new network through Windows 2000. Main server is an IBM 7600 series server with Quad Processors. There will be one hour back up battery power and an emergency standby generator.

The System will have Satellite GPS tracking of all vehicles and will also be capable of mobile data.

MED-CARE EMS will be implementing it's own 800 MHZ-radio system countywide that will have two voice channels and one dedicated to voice data.

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