



DEPARTMENT OF HEALTH
KA 'OIHANA OLAKINO

JOSH GREEN, M.D.
GOVERNOR
KE KIA'ĀINA

KENNETH S. FINK, MD, MGA, MPH
DIRECTOR
KA LUNA HO'OKELE

FOR IMMEDIATE RELEASE
October 23, 2023

23-132

DOH ANNOUNCES CANCELLATION OF GROUND AMBULANCE SERVICES PROCUREMENT FOR KAUA'I AND MAUI COUNTIES

DOH will begin a new procurement process

HONOLULU – The Hawai'i Department of Health (DOH) announces the cancellation of its Emergency Medical Services and Injury Prevention System Branch's (EMSIPSB) procurement for Comprehensive Emergency Medical Services for 911 Ground Ambulance Transport for Kaua'i and Maui Counties, following a protest by the incumbent service provider that was not selected, American Medical Response (AMR). By upholding the protest and canceling the procurements, the awards to Falck Northwest Corp. are also canceled.

State Director of Health, Dr. Kenneth Fink, reviewed the protest as the head of the purchasing agency. In his decision issued today, Director Fink determined that while the EMSIPSB may have intended to maintain the current staffing level for advanced life support (ALS) ground ambulances when it issued the Request for Proposals (RFPs), that requirement was not clearly included. He therefore concluded that this constituted a change in the nature and circumstances of the service being procured, such that a Request for Information (RFI) should have been issued. Finding that the RFIs were improperly waived, Dr. Fink is canceling both RFPs and directing the procurements to start over, including the issuance of an RFI for the services prior to new RFPs being developed.

"Based upon my review of how the RFPs were written regarding ambulance staffing, RFIs should have been completed," said Director Fink. "However, I'd like to reassure the residents of Kaua'i and Maui Counties that the next RFPs will be clear that the current ambulance staffing level will be maintained. I am accountable for the department, and I apologize for the uncertainty created by the previous RFPs."

A new procurement process will commence in the coming weeks. Current contracts will be extended while the new procurement process is underway to ensure that Maui and Kaua'i County residents have uninterrupted access to ambulance services.

The City and County of Honolulu and County of Hawai'i operate emergency medical ambulance services within their respective counties. DOH contracts for emergency medical ground ambulance services for counties that do not operate or contract for this service.

#