



REQUEST FOR PROPOSALS (RFP)

Emergency Medical Services (EMS) - 911 Response and Inter-Facility Transport

RFP Release Date: 12/22/2025

Proposal Due Date: 01/02/2026

Table of Contents

Section	Title
1	Introduction & Authority
2	Background
3	Service Area
4	Scope of Services
5	Term of Service
6	Procurement Schedule
7	Proposal Requirements
8	Evaluation Criteria
9	Contract Requirements
10	Submission Instructions
11	Public Records (GRAMA)
12	County Rights

1. Introduction & Authority

Cache County, Utah, is soliciting proposals from qualified Emergency Medical Service (EMS) providers to furnish 911 emergency medical response and limited inter-facility ground ambulance transport services within the Cache County Fire District service area.

This solicitation is issued under Utah Code Title 53, Chapter 2d, Part 5, and Utah Administrative Rule R911-3-5, which outline the requirements for political subdivisions soliciting proposals as part of EMS licensing and ambulance service designation. The resulting agreement will support Cache County's requirement to provide the political-subdivision certification necessary for ambulance license renewal under Utah Code §53-2d-513.

2. Background

Cache County provides EMS coverage to the southern end of Cache County through the Cache County Fire District. The County seeks to ensure that residents and visitors receive reliable, timely, and clinically sound prehospital emergency medical care. EMS deployment in this region has historically relied on a combination of fire-based response, licensed transport services, and mutual-aid partnerships among neighboring jurisdictions.

The County is undertaking this RFP to confirm the most effective and sustainable model for providing 911 emergency medical response services in the communities identified in this document. Inter-facility transport is not a routine component of the County's EMS delivery framework; however, Basic Life Support (BLS) and Advanced Life Support (ALS) transports may be provided during peak demand at the request of partnering agencies through established mutual-aid agreements. The selected provider is expected to deliver services that meet Utah statutory requirements, recognized clinical standards, and local operational expectations.

This competitive review is conducted in accordance with Utah Code Title 53, Chapter 2d, Part 5 and Utah Administrative Rule R911-3-5, which outline the requirements for political subdivisions conducting EMS procurement. The process also supports Cache County's obligation to provide the political-subdivision certification required for ambulance license renewal under §53-2d-513 and follows the State of Utah's emphasis on evaluating EMS provider capabilities based on cost, quality, and access.

3. Service Area

The designated service area for this RFP encompasses the communities and geographic boundaries identified below and constitutes the primary EMS response and transport region for the selected provider. These communities represent the full extent of the County's EMS coverage area for this procurement.

The selected provider will deliver EMS transport and 911 response coverage to the following communities:

- Hyrum
- Wellsville
- Mendon
- Millville
- Nibley
- Paradise
- Avon
- Surrounding unincorporated areas extending to the Cache County boundary on the south, east, and west, and to Highway 30 on the north

Hyrum City Participation

Hyrum City has confirmed participation in this EMS coverage arrangement through January 1, 2027. After that date, Hyrum City will initiate a formal reevaluation of its EMS service arrangements in coordination with Cache County.

Exclusive Geographic Service Area (EGSA)

This EMS region constitutes an Exclusive Geographic Service Area (EGSA) under Utah Code §53-2d-502. This designation applies solely to ambulance and EMS response services and does not extend to fire or other emergency services.

The selected provider must:

- Respond to 911 EMS calls within this boundary
- Provide transport services as described in the Scope of Services
- Support mutual aid as allowed by statute
- Maintain written mutual-aid agreements consistent with §53-2d-502(4)

Providers must also comply with §53-2d-514, which governs how annexation or changes in municipal boundaries may affect EMS service areas.

A Service Area Map is included as Attachment C. Proposers may customize the map only to illustrate deployment models and may not modify the defined geographic boundary.

4. Scope of Services

The successful proposer must provide the following services within the designated service area:

Emergency Response & Transport

- 911 EMS response at the ALS and BLS level
- Primary 911 ground ambulance transport
- All EMS services must comply with Utah Administrative Rule R426, Bureau of EMS protocols, and County-established performance standards
- Inter-facility transport (IFT) only under the following conditions:
 - During periods of peak EMS demand, and
 - At the request of partnering agencies, and
 - Under established mutual-aid agreements
(IFT is not part of the routine service scope.)

In accordance with Utah Code §11-48-103(3), at the expiration of an ambulance license term the current 911 ambulance service provider retains the first right to provide inter-facility transports within the designated service area, subject to the conditions outlined in statute. All proposers must acknowledge and operate within this statutory framework when describing their inter-facility transport capabilities or plans.

Dispatch & Communications

- Full integration with Cache County Dispatch CAD and radio systems
- Compliance with all local and state dispatch requirements

Performance & Reporting

- Response-time tracking using the 90th percentile method
- Monthly reporting of:
 - Call volume
 - Response intervals
 - Transport activity
 - Clinical quality metrics
 - QA/QI indicators
- Reports must be submitted in a standardized digital format compatible with ImageTrend or other platforms designated by the County

Medical Oversight

- A Utah-licensed Medical Director
- A structured Quality Assurance/Quality Improvement program
- Credentialing and CE/CME for EMS personnel
- Participation in County EMS coordination activities, including provider meetings and M&M reviews

Fleet & Equipment

- Licensed and inspected ambulances per Utah Bureau of EMS requirements
- Maintenance program for vehicles, stretchers, monitors, and other equipment
- Infection-control procedures consistent with CDC and Utah BEMS guidelines
- Controlled-substance security consistent with DEA and Utah regulations

Mutual Aid

- Formal written mutual-aid agreements consistent with §53-2d-502(4)
- Participation in regional disaster and surge-capacity coordination

Regulatory Compliance

The provider must comply with all applicable laws, including:

- Continuous adherence to Utah Code §53-2d-501 through 515 and Administrative Rules R426 and R911
- Maintenance of all required licenses, insurance, permits, and certifications throughout the life of the contract
- Compliance with requirements governing fees, disclosure, ownership changes, and performance

5. Term of Service

The initial contract term is contemplated to be four (4) years, consistent with Utah's four-year ambulance licensing cycle, with the option for renewal subject to County approval. Any renewal beyond the initial term is at the sole discretion of Cache County and may require a new procurement process depending on applicable legislative or regulatory requirements.

Hyrum City's confirmed participation in this EMS coverage arrangement extends through January 1, 2027. Following that date, Hyrum City will initiate a reevaluation of its EMS service arrangements in coordination with Cache County. This reevaluation does not alter the overall contract term unless otherwise determined by the County.

The final contract start date may be adjusted to align with the State of Utah's ambulance license renewal timelines and political-subdivision certification requirements.

6. Procurement Schedule

The following represents the anticipated schedule for this procurement. All dates are subject to change at the discretion of Cache County. Any revisions will be issued as an addendum.

Milestone	Date
RFP Announcement	<u>12/15/2025</u>
RFP Release	<u>12/22/2025</u>
Questions Due from Proposers	<u>12/25/2025</u>
Responses to Questions Issued	<u>12/29/2025</u>
Proposals Due	<u>01/02/2026</u>
Evaluation Period	<u>01/05-09/2026</u>
Award Recommendation	<u>01/09/2026</u>
Contract Start Date	<u>04/01/2026</u>

*The Contract Start Date may be adjusted to align with Utah Bureau of EMS and Preparedness (BEMS) ambulance licensing and political-subdivision certification timelines.

7. Proposal Requirements

Proposals must include the following components:

A. Cover Letter

- Authorized signature
- Statement guaranteeing proposal validity for 120 days

B. Organizational Overview

- Legal entity name
- Ownership and corporate structure
- Governing board composition
- Compliance with §53-2d-510 (local licensing requirements)
- Acknowledgement of Hyrum City's confirmed participation through January 1, 2027 and the County-initiated reevaluation process thereafter

C. Operational Plan

- Deployment model, including station locations, unit staffing, and unit-hour coverage
- Staffing plan (ALS/BLS mix, minimum staffing levels, and personnel scheduling)
- Surge and peak-call strategies
- Summary of minimum personnel qualifications (EMT, AEMT, Paramedic), including field supervisor and training officer roles
- Description of CAD and radio interoperability capabilities
- Description of digital reporting capabilities, including ImageTrend or other NEMSIS-compliant platforms

D. Clinical Governance

- Identification of a Utah-licensed EMS Medical Director
- Training and continuing education programs
- Internal credentialing procedures
- Quality Assurance/Quality Improvement (QA/QI) program
- Participation in County EMS system coordination activities, including provider meetings and QI reviews

E. Performance Standards

- Proposed response-time methodology, including 90th-percentile measurement
- Unit hour utilization calculations or proposed staffing model
- Data collection and reporting formats
- Confirmation that reporting can be submitted in County-designated digital formats

F. Inter-Facility Transport Plan

- Acknowledgement that inter-facility transport services are not part of routine EMS operations
- Statement confirming that IFT will occur only during peak demand, only at the request of partnering agencies, and only through established mutual-aid agreements

G. Financial Stability

- Complete fee schedule in accordance with Attachment D
- Identification of any rate variations for mutual-aid transports
- Billing and revenue-cycle description
- Proof of insurance coverage (liability, auto, workers' compensation, professional liability)
- Audited financial statements (if available)
- Compliance with Utah Code §53-2d-503 (maximum charges and prohibition on balance billing)

H. Compliance Certification

- Certification of compliance with §53-2d-513
- Disclosure of ownership and controlling interest changes under §53-2d-515
- Statement confirming the proposer will maintain all required EMS licenses, vehicle permits, and insurance for the duration of the contract

I. Past Performance

- Summaries of up to three (3) comparable EMS contracts or service arrangements
- References with contact information for each example

J. Transition Plan

- Implementation schedule from contract award through full service activation
- Staffing and training ramp-up timelines
- Plan for license acquisition, equipment staging, and personnel credentialing to ensure uninterrupted service on the contract start date
- Communications and deployment activation steps

8. Evaluation Criteria

Proposals will be evaluated based on the criteria listed below. These criteria reflect the County's priorities for ensuring high-quality emergency medical services, operational reliability, fiscal responsibility, and effective system integration.

A. Cost & Fiscal Responsibility – 30%

Evaluation will consider:

- Overall cost to the County and community
- Transparency and completeness of the proposed fee schedule (Attachment D)
- Financial stability and ability to sustain long-term operations
- Compliance with Utah Code §53-2d-503 regarding maximum allowable charges and prohibition on balance billing
- Billing integrity, revenue cycle processes, and demonstrated financial controls

B. Quality & Clinical Standards – 30%

Evaluation will consider:

- Clinical care model and adherence to Bureau-approved protocols
- Medical Director qualifications and involvement
- QA/QI program robustness
- Training, credentialing, and continuing-education programs for EMT, AEMT, and Paramedic personnel
- Demonstrated ability to meet Utah EMS licensing requirements under R426 and R911

C. Access & Coverage – 30%

Evaluation will consider:

- Deployment plan, unit staffing levels, and ability to meet community needs
- 90th-percentile response-time methodology and performance measurement plan
- Integration with Cache County Dispatch CAD, radio systems, and EMD requirements
- Surge capacity strategies and capability to support mutual-aid obligations
- Sustainability of the proposed service model within the designated service area

D. Experience & References – 10%

Evaluation will consider:

- History of providing 911 EMS transport services in similar communities
- Past performance on comparable contracts
- References and demonstration of successful contract execution
- Organizational reputation, compliance history, and leadership structure

Additional Evaluation Activities

At the County's discretion, the evaluation process may include:

- Interviews with key personnel
- Verification of references
- Site visits or operational assessments
- Requests for clarifying information or supplemental materials

The County reserves the right to determine the proposal that best meets the overall interests of the community and may consider additional factors consistent with state law.

9. Contract Requirements

The successful provider will enter into a written contract with Cache County that includes, at minimum, the following provisions:

A. Clinical & Performance Requirements

- Clinical performance standards and expectations
- Quality Assurance / Quality Improvement (QA/QI) program requirements
- Medical oversight requirements consistent with Bureau-approved protocols

B. Data, Reporting & Documentation

- Reporting of response times, deployment activity, and clinical performance metrics
- Use of ImageTrend or a County-approved equivalent data platform
- Compliance with County reporting schedules and formats

C. Compliance & Legal Obligations

- Compliance with Utah Code §53-2d-501 through 515 and Utah Administrative Rules R426 and R911, including requirements for:
 - Licensure and renewal
 - Ownership and controlling-interest disclosures
 - Fee, billing, and balance-billing prohibitions
 - Adherence to HIPAA, state confidentiality laws, and all patient-privacy requirements
 - Support for the County's ability to complete the political subdivision certification required under §53-2d-513

D. Insurance & Risk Management

- Minimum insurance requirements
- Indemnification provisions
- Documentation of workers' compensation, liability coverage, and vehicle insurance

E. Mutual Aid & Operational Coordination

- Compliance with County and regional mutual-aid agreements
- Participation in disaster coordination and surge-capacity planning

F. Term, Renewal & Transition

- Renewal and extension provisions consistent with state ambulance licensing cycles
- Termination provisions, including notice requirements
- Transition assistance to the County at contract end, including data transfer and operational continuity

10. Submission Instructions

All proposals must be submitted electronically in PDF format no later than 01/02/2026, at 5:00pm Mountain Time. Proposals shall be submitted via email to: finance@cachecounty.gov or through the County's designated procurement platform, if applicable.

Each submission must be clearly labeled and include the proposer's name and the title "Cache County Ambulance RFP." Proposers are responsible for ensuring that their submission is successfully transmitted and received before the deadline. Late proposals will not be accepted.

All proposals must include:

- One (1) complete proposal document
- All required attachments: Attachment A – Key Personnel Form, Attachment B – Project Experience Summary, Attachment C – Service Area Map, and Attachment D – Fee Schedule
- Any supplemental materials needed to meet the requirements outlined in Section 7

File naming should follow this format:

[Proposer Name] – Cache County Ambulance RFP.pdf

All questions, clarifications, or requests for interpretation must be submitted by the deadline identified in the Procurement Schedule. Responses will be issued through formal addenda. Only written addenda posted by the County shall be considered binding.

Cache County is not responsible for technical issues, email transmission errors, or the inability of a proposer to submit a proposal due to network or system outages.

11. Public Records (GRAMA)

All proposal materials submitted in response to this RFP are subject to the Utah Government Records Access and Management Act (GRAMA), Utah Code §63G-2-101 et seq. Cache County is obligated to comply with GRAMA and cannot guarantee the confidentiality of any portion of a proposal.

If a proposer believes that portions of its submission are proprietary, trade secret, or otherwise protected from disclosure under GRAMA, the proposer must:

1. Clearly mark each protected section as "PROTECTED," "CONFIDENTIAL," or "TRADE SECRET."
2. Provide a written explanation citing the specific GRAMA provisions that permit non-disclosure.
3. Submit a redacted version of the proposal suitable for public release.

Cache County will evaluate all confidentiality designations but will not defend, in court or otherwise, any claim of confidentiality made by a proposer. Materials designated as protected may still be released if required by GRAMA or ordered by a court.

Pricing, fee schedules, and contractual terms are public records and may not be classified as protected under GRAMA.

By submitting a proposal, the proposer agrees to hold Cache County harmless for any release of records in accordance with GRAMA or court order.

12. County Rights

Cache County reserves the right to:

- Reject any or all proposals
- Waive informalities or irregularities
- Request clarification or additional information
- Cancel or reissue the RFP at any time

The County is under no obligation to award a contract as a result of this solicitation.

Attachment A – Key Personnel Form

Cache County, Utah

Request for Proposals (RFP)

Delivery of 911 Emergency Medical Services and Inter-Facility Transport Services

Instructions: List all key personnel who will have operational, administrative, or clinical responsibility under the proposed contract. Include leadership, medical direction, field supervision, and other essential positions. Attach additional sheets if necessary.

Name	Title/Position	Primary Role or Responsibility	Licensure / Certification Level	Years of EMS Experience	Years in Current Role	Employment Type (FT/PT/Contract)

Medical Oversight

Medical Director Name	License Number	Board Certification(s)	Years as EMS Medical Director	Affiliated Hospital / Institution

Administrative Contact

Name	Title	Phone	Email Address

Attachment B – Project Experience Summary

Cache County, Utah

Request for Proposals (RFP)

Delivery of 911 Emergency Medical Services and Inter-Facility Transport Services

Instructions: Provide information for at least three (3) comparable emergency medical service contracts or projects that demonstrate the proposer’s relevant experience. Include contracts currently in progress or completed within the past five years. Attach additional sheets if necessary.

Client / Agency Name	Service Area or Population Served	Contract Term (Start-End Dates)	Scope of Services Provided	Contact Name & Title	Contact Phone / Email

The proposer may also attach letters of reference, performance evaluations, or other documentation supporting the quality of service provided under the projects listed above.

Attachment C – Service Area Map

Cache County, Utah

Request for Proposals – 911 Emergency Medical Services

(Limited inter-facility transports permitted only under mutual-aid during peak demand, per Section 4.)

Instructions to Proposers

This attachment contains the official Cache County EMS service area, as described in Section 3 – Service Area of this RFP. Proposers are required to review both:

1. The Geographical Service Area (GSA) description contained in this attachment, and
2. The official Service Area Map also included within this attachment

These two components together define the full and complete EMS coverage area for this procurement.

The designated service area includes:

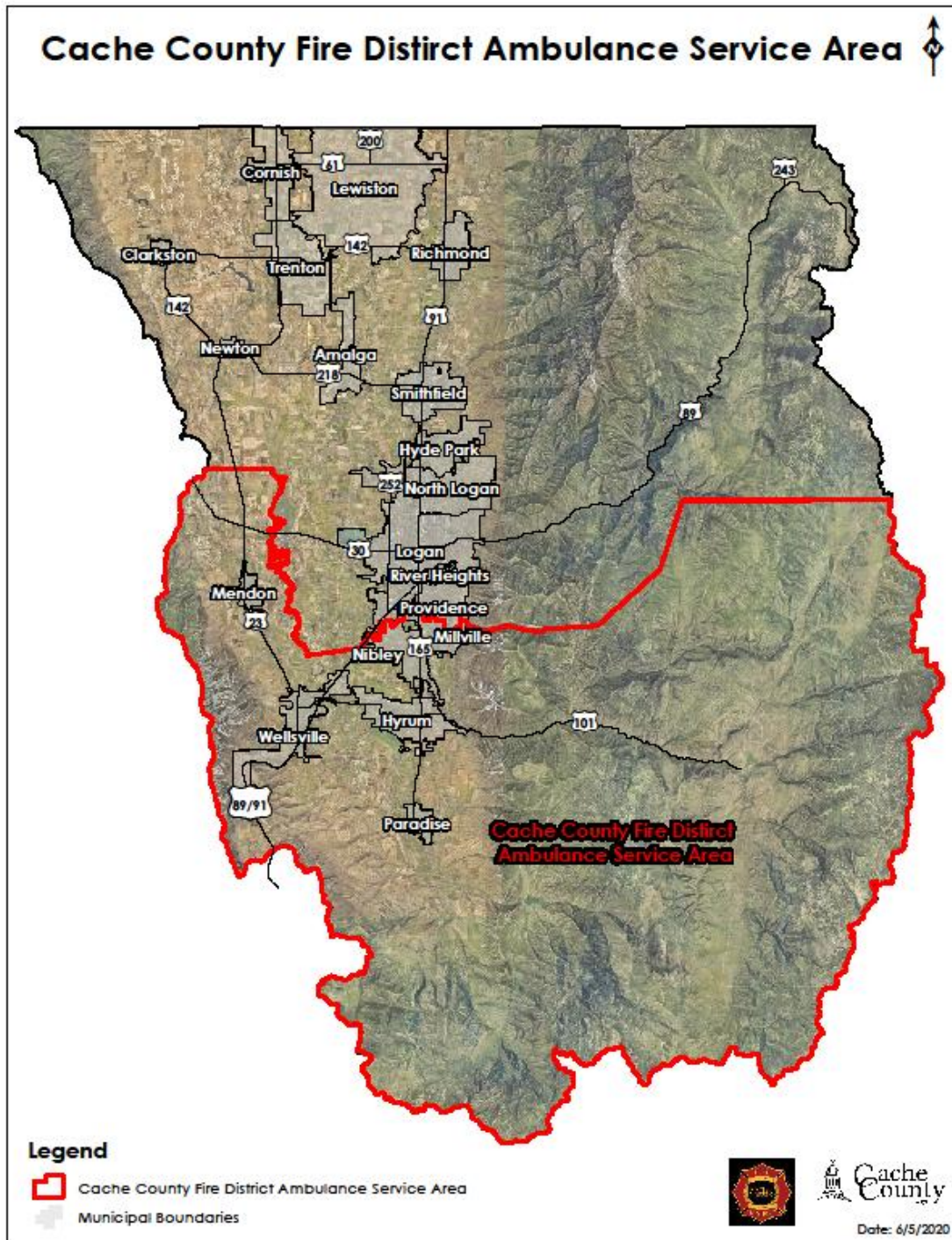
- Hyrum
- Wellsville
- Mendon
- Millville
- Nibley
- Paradise
- Avon
- Surrounding unincorporated areas as outlined in the exclusive geographic service area, below.

These boundaries constitute the official EMS service area for this procurement and may not be revised, edited, or reinterpreted by proposers.

Exclusive Geographical Service Area (EGSA)

The CCFD ground ambulance service area includes the cities of Millville, Nibley, Hyrum, Paradise, Wellsville, and Mendon as well as the southern portion of unincorporated Cache County. All areas south of the following: beginning at the northeast corner of the boundaries of Providence and Millville then generally west following the southern border of Providence west to the border of Logan then south and west following the border of Logan. At 3200 South, west to the Little Bear River then following the river north to Cutler Reservoir and North to 3000 North then west to the Box Elder/Cache border including all canyons

accessed from this area including Millville Canyon and all areas accessed through Blacksmith Fork Canyon up to, but not including areas accessed more rapidly through Logan Canyon.



Attachment D – Fee Schedule

Cache County, Utah

Request for Proposals (RFP)

Delivery of 911 Emergency Medical Services and Inter-Facility Transport Services

Instructions: Provide a complete fee schedule for services proposed under this RFP. Include base rates, mileage charges, standby rates, and any other applicable fees. Proposers should clearly indicate whether rates differ between emergency response and inter-facility transports performed under mutual aid agreements. All proposed fees must comply with applicable state and federal regulations governing ambulance billing.

Service Type / Description	Base Rate (\$)	Mileage Rate (\$ per mile)	Standby or Special Event Rate (\$ per hour)	Other Applicable Fees / Notes

If rates differ for services rendered under mutual aid agreements, please identify those variations below or attach additional documentation.

Mutual Aid / Interagency Billing

Service Type	Partner Agency / Jurisdiction	Billing Rate (\$)	Notes / Conditions

Proposers may include supplemental rate sheets or billing policies as additional attachments labeled 'Attachment D-1', 'Attachment D-2', etc.