

REQUEST FOR BID

ATTENTION ALL BIDDERS

The provision of Emergency Ambulance Services to all Emergency Service Number Zones located within Dallas County, Alabama that are dispatched by the Dallas County E9-1-1 Centralized Communications Center.

The Dallas County E9-1-1 Emergency Communications District is soliciting sealed bids for the item(s) listed above. **Bids will be received by the Dallas County E9-1-1 Emergency Communications District at P.O. Box 863 Selma, Alabama 36702-0863 (mailing) and/or 311 Dallas Avenue Selma, Alabama 36701 (hand delivery) attention Tracy L. Williams, until March 03, 2026, at 5:00 p.m. (central time)**

Bids will be opened at the Richard Bean E9-1-1 Communications Center located at 311 Dallas Avenue on Tuesday March 10, 2026 at 10:00 a.m. Time is of the essence in submitting bids and only sealed bids received by the date and time listed above shall be opened and considered. Bidders and any other interested individuals are invited to attend the bid opening.

Prospective bidders are instructed to read the General Terms and Conditions, Special Terms and Conditions and Bid Specifications carefully. Bid addendums will be provided to all bidders, if necessary. Bids must be made in compliance with the guidelines in the sections referred to above and a copy of this cover page initialed and dated by the bidder representative to denote understanding of such compliance.

If you have any questions concerning terms or conditions, specifications or any other aspects of the Request for Bid, please contact the following:

Tracy L. Williams

Dallas County E9-1-1 Director

Phone: 334-874-1212

Email: dallasco911@bellsouth.net

Bidders Initials: _____

Date: _____

DALLAS COUNTY, ALABAMA
EMERGENCY AMBULANCE SERVICES
EMERGENCY REQUEST FOR PROPOSAL

Section I – Overview

A. Overview for Request for Proposal (RFP)

The Dallas County E9-1-1 Emergency Communications District (sometimes referred to herein as the “Board”), hereby solicits proposals from experienced and qualified organizations that are currently providing Advanced Life Support (sometimes referred to herein as “ALS”) responses as of January 1, 2026 that are in operation 24/7/366 therein, or can otherwise satisfactorily and objectively evidence their ability to meet the obligations set forth herein. If a proposer intends to contract with a third party to provide a portion of the services set forth herein, said contracts and agreements shall be provided along with the proposal. The proposal is for provision of emergency ambulance service to an exclusive ambulance defined zone defined as: all Emergency Service Number (ESN) Numbers located within Dallas County, Alabama, that are dispatched by the Dallas County E9-1-1 Emergency Communications Center (sometimes referred to herein as “Communications”). Dallas County is a county of an estimated population as of May 1, 2020, of 38,310.

This procurement will establish a contract for emergency ambulance service and emergency medical service, including, but not limited to, all ambulance calls requiring lights and sirens, hereafter referred to as “Emergency Calls”. Notification services will be provided by the Dallas County Centralized Dispatch Center.

This procurement does not provide or contemplate coverage for non-emergency and scheduled calls for ambulance transportation where the Dallas County Communications Center is not called.

Proposers must meet all credentialing requirements and scope of service requirements as listed in Section II of the RFP. Each proposal will undergo significant scrutiny in these areas prior to processing the application for full consideration.

The contract period will be for three (3) years to begin July 1, 2026, at 12:01am. Notwithstanding anything herein including the imposition of other penalties, a lack of compliance with the set forth standards and requirements may result in dismissal of the contractor with the Board retaining operations for up to six months pursuant to the contract terms.

This is a performance-based contract agreement. Failure to perform during the term of the agreement may result in termination of the contract subject to the terms and conditions set for herein.

B. RFP and other Fees

This RFP requests no fees

C. Timetable – the following events shall occur on or before the listed dates

Event

E9-1-1 Board to place RFP out for Bid – February 2, 2026

Proposals Due – March 3, 2026, 5:00 pm Central Time

Proposal Opening – March 10, 2026, 10:00 am Central Time

Review and Recommendations to the Board – March 24, 2026

Tentative Award by Board – March 24, 2026

Negotiation and Approval of Contract by the Dallas County E9-1-1 Board– March 31, 2026

Approval of Contract by the Dallas County Commission – April 13, 2026

Implementation of Contract – July 1, 2026

D. Terms of Contract/Renewal Provisions

Unless initiated earlier by mutual agreement, this contract shall commence at 12:00:01 a.m., July 1, 2026, and terminate at 12:00:00 p.m. June 30, 2029.

It is understood that unforeseeable factors may affect the future operation of the contract. These factors may include health-care reform, ambulance cost factors and other elements of the economy which may substantially affect operations. The RFP describes documentation and request methodologies to allow for consideration of such issues to reflect the potentially changing cost of revenue climate of this contract.

E. Minimum Requirements for Review

All proposals will be initially screened by members of the Dallas County E9-1-1 Emergency Communications District Board (sometimes referred to herein as the “Board”), or their

appointee(s) for completeness. Proposals that are not complete and/or do not meet the RFP requirements may be considered non-responsive and are not given further consideration. The proposers who meet the requirements of the RFP and whose proposals in the judgement of the Board will best serve the Board, the citizens of Dallas County, and who will best conduct response, care and transport EMS activities will be recommended to the entire Board. The Board will either select a proposer or reject all proposals. A service contract will be offered to the selected proposer. The Board reserves the right to waive any formality as required herein.

F. Cost and Revenue

A portion of the selection process will be based on cost and revenue consideration.

The ultimate objective of the review process is to define the provider who best meets the scope of service of the RFP and who is best able to sustain and improve the service over the life of the contract.

G. Contract Compliance

The contract awarded because of this solicitation will be monitored by the Board with input from the Dallas County Sheriff's Department, the Selma Police Department, the Selma Fire Department, and the Dallas County Volunteer Fire Department Association. The Board will meet quarterly and consider reports concerning response times and other performance parameters of the contractor. The contractor will be required to have a representative attend the quarterly meetings of the Board.

H. Confidentiality

The Board is subject to statutes relating to public records. The RFP herein designates that the following RFP materials shall be submitted in confidence and remain confidential and are exempt from disclosure to the extent allowed by law:

1. Historical financial information of the proposed firm or entity; and,
2. Material related to the background investigation of the proposing firm or entity conducted under the RFP process.

All pages contained in the above information shall be protected as "confidential". Proposers who desire that additional information be treated as confidential must mark those pages as "confidential" and cite a specific statutory basis for the exemption and reasons why the public interest would be served by the confidentiality.

All such requests will be evaluated by the Board. Should legal challenges occur regarding a specific proposer's request for confidentiality, it shall be the proposer's responsibility to defend such challenges. The Board reserves the right to disclose part or all the information determined not to meet the confidentiality provisions of applicable statutes; to determine additional information which may be deemed confidential on an individual submitted basis; and/or, to determine additional confidential categories of information which would be applicable to all submittals.

SECTION II

SCOPE OF SERVICE

Section II – Scope of Service

A. Ambulance Service Area

The response area to be served by the RFP is the "Dallas County Ambulance Service Area" or the "Service Area".

B. Exception to the service Area

The Service Area shall be defined as all Emergency Service Number (ESN) Zones located within Dallas County Alabama dispatched by Communications.

C. Response Standards

1. General

It is the proposer's sole responsibility to be familiar with the geographic considerations and response-time requirements of this solicitation. Response times shall be calculated from the moment the ambulance contractor receives the location of the call and the nature of the call, until the time the contractor's ambulance arrives on the scene with a fully equipped and staffed Advanced Life Support (ALS) ambulance. All response times are measured in seconds, not whole minutes. All emergency notification services and times will be provided and documented by the contractor to the Board on a quarterly basis.

All documentation requested for calls for service shall include contractor's assigned run number, date and time call was received from Communications, date and time the call was

dispatched by the contractor, date and time of call cancellation if Communications cancels the call, and/or date and time contractor ambulance arrives on the scene.

The Board is interested in providing prompt and effective ambulance services. Clinical and response-time performance shall not be sacrificed for financial gain.

2. Emergency Calls

Contractors must provide twenty-four (24) hours, 366 days per year, coverage for all emergency requests for service for the term of the contract, as defined by medical dispatch protocols of Communications. Emergency for purpose of this RFP is defined as all requests receiving a response with lights and sirens for presumed life-threatening or non-life-threatening conditions.

The contractor shall seek to provide response times no greater than twenty (20) minutes and must guarantee a county-wide response time of twenty (20) minutes or less for no less than ninety (90) percent of the dispatched calls by Communications. No response time for any Communications dispatched call shall exceed thirty (30) minutes.

3. Dispatch Services

After notification from Communications, Contractor is responsible for dispatching its units.

D. Penalties

1. Emergency Calls

Notwithstanding anything to the contrary herein and in strict addition to any other penalty described herein, this contract is a performance-based contract and failure to perform as required herein, falsification of records/documents, etc. may result in a penalty and/or termination of the contract by the Board.

The Board reserves the right to impose the following penalties for violations of requirements set forth herein, said penalties and amounts thereof shall be at the sole discretion of the Board:

- A. Responses below standard of twenty (20) minutes in ninety percent (90%) of the calls.
 - i. Charge: One thousand dollars (\$1,000.00) for each call.
- B. Responses that exceed the maximum response time of thirty (30) minutes.
 - ii. Charge: One thousand dollars (\$1,000.00) for each call.
- C. Willfully falsifying response data by field staff and/or management staff.
 - iii. Charge: One thousand dollars (\$1,000.00) per incident.
- D. Breakdown of unit with patient or insufficient/inoperable equipment on the ambulance.

iv Charge: One thousand dollars (\$1,000.00) per incident.

Specific plans regarding this standard must be provided in the response to the RFP.

2. Waiver of Penalties/Grievances

The Board reserves the right to individually exclude calls from the response-time requirement due to a lack of necessary information and/or circumstances occurring beyond the control of the contractor, etc. In addition, the Board reserves the right to waive response-time requirements during the initial coverage plan phase (first 3 months) if a contractor is selected other than one currently servicing the Service Area. Proposers shall specifically request such a waiver for consideration in the written Initial Coverage Plan, as detailed later in this RFP.

3. Other Response-Time Issues

Ambulance contractors will not be held responsible for response time performance on an emergency response outside of the Service Area. However, the contractor shall use its best efforts in responding to mutual aid calls out of the Service Area.

Notwithstanding anything contrary herein and in strict addition to any other penalty described herein, this contract is a performance-based contract and failure to perform as required herein, falsification of records/documents, etc. may result in termination of the contract by the Board.

E. Terms and General Nature of Contract

This RFP contains language which uses the terms of proposer and contractor. Proposers should consider all contractor services described as contract terms within the proposer's response to this RFP. A proposer when selected by the Board will be offered a contract to provide ambulance service pursuant to the terms of its proposal submitted in response to this RFP and governing law for three (3) years.

F. Mutual Aid and Response

The contractor agrees to respond to all notifications by Dallas County Centralized Communications within the Service Area.

Although the response to mutual aid requests will not be required by the contract, it is encouraged; should delivery of mutual aid services to a neighboring jurisdiction become excessive (e.g. in excess of one (1) percent of the calls for that region absent a written agreement for that level of mutual aid), indicating a routine heavy reliance on the contractor's resources for emergency calls, the

contractor shall inform the Board. The Board will then assess the situation and recommend to the contractor any action necessary to rectify the inequity.

Specific plans regarding this standard must be provided in response to the RFP.

G. Staffing Requirements

It is the intent of the Board to secure the highest level of emergency response services for the citizens of Dallas County. Responses to one hundred (100) percent of all emergency calls within the Service Area shall be handled by an ALS ambulance. It is preferred that all calls be answered by a paramedic level ALS ambulance. All proposers shall include with their proposal a deployment plan indicating the method by which all emergency calls will be answered within the Service Area. The Board will review all deployment plans and evaluate the same as part of its review of proposals with the purpose of ensuring that the highest level of emergency response services be provided for the citizens of Dallas County.

Should the Board, in its sole discretion, determine the quality of emergency response services has been adversely affected as a result of any deployment plan at any point during the term of the contract, the Board may immediately require the proposer/Contractor cease utilizing any non-paramedic ALS ambulance regardless of the deployment plan submitted or approved prior thereto.

The Board will not be responsible for any personnel issue resulting from an interaction between the contractor's personnel and a customer, patient, other responders, public, hospital personnel and/or any other affected parties. A plan must be submitted which will demonstrate how the proposer will handle any issue concerning personnel as brought by the Board.

H. Dispatch Requirements

The Dallas County Centralized Communications Center will handle services for the initial requests, notification by a dedicated ring down telephone service or direct call to the contractor's dispatch facility and other first responder services. Contractor will agree to provide, at no cost to the Board, a local and/or toll-free telephone number for use by Communications when dispatching ambulance services. The parties agree that dispatch services for ambulance service under the laws that govern medical dispatch in the State of Alabama shall be provided by the Board to the contractor. Proposers agree to provide Emergency Medical Dispatch once a call has been successfully transferred to the provider. Proposer will coordinate radio and telephonic communications with the Board for the betterment and facilitation of rapid and efficient emergency medical services for which any given emergency may warrant.

Specific plans regarding how the contractor's dispatch center will receive and distribute calls for service to individual units must be provided in response to the RFP. Location of the contractor's dispatch center should be included in this plan.

I. Vehicle and Equipment Requirements

Proposers shall define the minimum number of ambulance vehicles believed to be necessary to fulfill this contract and provide defense for the same in response to this RFP. Each vehicle must meet Federal and State of Alabama standards or equivalent at the time of contract.

Each ambulance should have preventative maintenance records, as well as adhere to an approved preventative maintenance program. Each ambulance shall meet current equipment standards of the State of Alabama. Proposers shall provide all their own restocking of drugs, expendables and describe their proposed turnaround time for restocking a vehicle after calls.

Contractor shall be required to have access to one (1) LUCAS device in Dallas County at all times.

J. Data Collection and Evaluation Requirements

The contractor shall be required to complete all forms and data reports required by Dallas County and State of Alabama including, but not limited to, field-assessment forms and standardized data.

K. Communications Requirements

The contractor shall assure that each ambulance used for response in the Service Area shall be equipped with appropriate emergency communication equipment (“Radio Equipment”). Each station used by ambulances responding to the Service Area must be equipped with an alerting device compatible with the radio system.

It is understood that the rural nature of Dallas County makes radio communication limited in some locations and the proposer shall provide a plan for such incidents. Appropriate and professional radio communications are required of contractor personnel.

Each ambulance shall be equipped with a GPS directional device with current mapping software. Proposers shall describe their method of educating personnel on roads within the County.

Specific plans regarding this standard must be provided in the response to the RFP.

L. Mass-Casualty Incident (MCI) Responses

The contractor shall be required to provide a mechanism for immediate recall of staff for units during mass-casualty incidents, times of peak overload, and/or widespread disaster situations.

Specific plans regarding this standard must be provided in response to the RFP.

M. Financial Requirements

The Board expects proposers to establish, in their responses to the RFP, that proposers have firm financial commitment and a recent financial history to support and maintain:

1. Sufficient financial capacity to commence or continue all services listed in the RFP on or before July 1, 2026.
2. Sufficient financial resources to continue if applicable and maintain all services for at least the primary contract period of three (3) years.

It is incumbent upon the proposer to include sufficient information within the proposal package to allow reviewers to determine that the proposer:

1. Understands and documents all costs which will be associated with the contract.
2. Has documented and supported all revenue sources associated with the proposal/contract.
3. It has fully described and documented all sponsoring agency's commitments to maintain financial support, if any, for the term of the contract.

Documents and required budget materials requested to respond to this RFP are intended to assist with this determination. Failure to provide these documents, in detail or at the level of documentation required, and to meet the levels of independent verification of financial information requested, will reduce the credibility of the proposal and may result in disqualification or non-selection.

In addition to the financial documentation discussed, the Board is requesting the submission of a financial plan to allow the Board to operate the contract for up to a six-month period should a default and takeover occur. Any legal limitation or inability to meet the standards set forth herein must be addressed by the proposers and disclosed in the proposer's response to this RFP. If not addressed, said limitation or inability shall be deemed waived by the contractor and may not be raised as a defense to performance.

Specific plans regarding this standard must be provided in response to the RFP.

N. Policy Requirements

The RFP itself, coupled with the State of Alabama's EMS policy and procedures and other governing law defines the policy requirements of this contract. The contractor must carry all drugs as authorized by the ADHP/OEMST, including optional drugs. Contractor can petition the Board to remove this requirement for each drug/procedure declared optional by ADHP Rules and Protocols.

Specific plans regarding this standard must be provided in response to the RFP.

O. Implementation Schedule and Requirements

The contractor must be able to meet all minimum requirements of this RFP and do so within deadline established.

Specific plans regarding this standard must be provided in response to the RFP.

P. Supervision Requirements

Contractor will be responsible for designating a field supervisor, said supervisor may be ambulance personnel. The supervisor shall be dedicated to Dallas County and shall act as a liaison to Communications.

Specific plans regarding this standard must be provided in the response to the RFP.

Q. Safety and Risk Program

Proposers shall provide a safety and risk management program which shall at a minimum include:

1. A safety manual that ensures compliance with OSHA requirements.
2. A driver-safety program that meets or exceeds any state requirement.
3. A continuing education program for all employees on safety and health issues.

Specific plans regarding this standard must be provided in the response to the RFP.

R. Support to Search and Rescue and First Responders

The contractor shall agree to respond to Fire Department and Law Enforcement requests for assistance including search and rescue operations, fires and/or other operations with a high degree of risk. The ambulance shall be considered available to respond to other emergency calls if needed.

The contractor will provide any first responder (paid or volunteer) injured in the performance of his/her duties with transport to the local hospital at no cost. Contractor will provide county inmate medical transport to the local hospital at no cost.

S. Hazardous Materials Incidents and NIMS Compliance

Contractors shall stipulate in their proposals a plan for all EMTs to meet the First Responder Awareness level as defined in the National Fire Protection Association (NFPA) 472 Standards for Professional Competence of Responders to Hazardous Materials Incidents, as well as the Level I competencies as defined in NFPA 473, Competencies for EMS Personnel Responding to Hazardous Materials Incidents. In addition, a plan for all EMTs NIMS certification in NIMS 100, 200 and 700 courses.

T. Helicopter Air Ambulance services

Integration of Air Ambulance with ground transport is sometimes necessary. A plan is to be provided which defines when and how air transport will be used.

U. Subcontracts/Legal Entity

A single contractor is required for this agreement. If a proposer intends to utilize a third party to provide any services described herein or to assist the proposer with any ancillary requirements, the proposal must include the contracts for review and approval by the Board prior to implementation thereof.

The proposer and each subcontractor shall provide complete financial records as stipulated in this RFP. The contractor and each subcontractor shall also remain fully responsible and liable for all actions as they relate to this contract.

V. Performance Guarantee, History, Inspection

1. Proposer must, as part of its proposal, provide a plan which assures the Board of continued ambulance services as described herein to the standard described above for a period of six (6) months should the contractor fail or have its contract terminated for any reason prior to the conclusion of any given contract term or renewal thereof.
2. Proposal must include a history of the operation of the proposer and, if proposer is a corporation, identification of its directors. History must include immediate two-year past financial data as well as a listing of all complaints received within the last two (2) years, and the disposition of those complaints.
3. ADHP/OEMS&T inspection and current good standing for each ambulance in service will be considered as meeting contract requirements for quality of ambulance units, except in the event that any ambulance arrives at the scene with insufficient equipment as required by ADHP rules to treat the patient or inoperable equipment. Determination of insufficient equipment will be based on the field provider or hospital complaints.

W. Insurance

Proposer agrees to provide and maintain in full force and effect at all times a general liability insurance policy with bodily injury or death limit of not less than one-million dollars (\$1,000,000.00) for injuries to or death of any one person, not less than two-million dollars (\$2,000,000.00) for injuries to or death of more than one person resulting from any accident and for property damage with a limit of not less than fifty-thousand dollars (\$50,000.00) for damages to property for each incident.

Specific plans regarding this standard must be provided in response to the RFP.

X. Worker's Compensation

Proposer agrees to provide Workers Compensation coverage for all employees employed to carry out the provisions of this bid and shall provide the Board with a Certificate of Insurance certifying Workers Compensation Coverage.

Y. Non-Discrimination

Proposer agrees it will comply with all Equal Employment Opportunity Commission orders and regulations and will comply with all Federal statutes that provide for the American with Disabilities Act and Federal Wage and Hour regulations required under the Federal Fair Labor Standards Act.

In addition, proposer agrees it shall be responsible for compliance with the following:

1. Compliance with Title VII of the Civil Rights Act of 1964 and as amended in 1990.
2. Compliance with the Age Discrimination in Employment Act.
3. Compliance with the Consolidated Omnibus Budget Reconciliation Act (COBRA).
4. Compliance with all other applicable Federal, State, and Local laws, rules and regulations governing emergency medical services.