

Request for Proposal (RFP) – Ambulance Service for Rusk County

Cover Letter

01/12/26

Dear Respondents:

Attached is a copy of the Rusk County's Request for Proposal ("RFP") for Emergency Advanced Life Support (ALS) Ambulance Service for Rusk County. Rusk County invites experienced and qualified Bidders to submit proposals to provide Emergency Advanced Life Support (ALS) Ambulance Service as specified in this document for all portions of Rusk County, Texas. The successful bidder will be awarded an exclusive contract for 5 years, with the opportunity to earn a 5-year extension. The contract start date will be July 1st, 2026 at 12:01a.m.

Responders shall submit one(1) original, four(4) copies, of the proposal, to Rusk County Commissioners Court. The submission requirements for this RFP are also included on the attached Request for Proposal (RFP) form. Please submit the *sealed* RFP to:

Reagan McCauley, Rusk County Auditor
115 N Main St, Rm. 103
Henderson, TX 75652

The deadline for submission of this RFP is April 14th, 2026 at 9:00am. It is the responsibility of the respondent to ensure that the RFP is received in a timely manner. RFPs received after the deadline will not be considered for award, regardless of whether or not the delay was outside the control of the respondent. Rusk County reserves the right to negotiate with any and all respondents submitting timely RFPs.

Rusk County is an Affirmative Action/Equal Opportunity Employer. Minority Business Enterprises, Small Business Enterprises, Women Business Enterprises, and Labor Surplus Area firms are encouraged to submit RFPs.

Sincerely,

Reagan McCauley,
County Auditor

Request for Proposal (RFP) – Ambulance Service for Rusk County

Rusk County is seeking to enter into a service contract with a registered Paramedic Ambulance Service. The following are the required elements of this request for proposal. Information regarding this request for proposal can be provided by contracting the person listed as the Sole Point of Contact in item 3.

1. Consideration of Award

A contract, if awarded, will be negotiated with the bidder who can best meet the County's needs as identified in this invitation to submit a proposal. The County specifically makes no promises or guarantees concerning the number of emergency and non-emergency calls for transports, quantities of patients or distance of transports, or number of subscribers that will be associated with this procurement effort.

2. Schedule of Events

Note: All dates are tentative, and Rusk County reserves the right to change these dates at any time. At the sole discretion of Rusk County, events listed in the Schedule of Events are subject to scheduling changes and cancellation. Rusk County will make public any changes to stated.

EVENT	DATE/TIME
Solicitation Release Date	01/12/2026
Deadline for Submitting Questions	03/09/2026 at 4:00 p.m. Central Time
Anticipated County Response to Questions	03/13/2026 at 9:00 a.m. Central Time
Deadline for submission of Solicitation Responses	04/14/2026 at 9:00 a.m. Central Time
Evaluation Period	04/14/2026-05/12/2026
Anticipated Notice of Award	05/12/2026
Anticipated Contract Start Date	07/01/2026

3. Sole Point of Contact

All requests, questions, or other communication about this solicitation shall be made in writing to Rusk County, addressed to the person listed below (Sole Point of Contact). Additionally, a phone number is provided for purposes such as instructing a potential respondent through matters referenced in this solicitation. Communications via telephone are not binding.

Name	Reagan McCauley
Title	Auditor
Phone	903-657-0304
Email	Auditor1@ruskcountytexas.gov

4. Prohibited Communication

On issuance of this solicitation, except for the written and/or telephone inquiries described in the Sole Point of Contact section above, the County, its representative(s), or partners will not answer any questions or otherwise discuss the contents of this solicitation with any potential respondent or their representative(s). This restriction does not preclude discussions between affected parties for the purposes of conducting business unrelated to this solicitation. **Failure to comply with these requirements may result in disqualification of respondent's solicitation response.**

5. Questions

The County will allow written questions and requests for clarification of this solicitation. Questions must be submitted in writing and sent by U.S. First Class mail or email to the Point of Contact listed in the Solicitation above. Respondents' names will be removed from questions in any responses released. Questions shall be submitted in the following format. Submissions that deviate from this format may not be accepted:

- a. Section Number, if applicable
- b. Paragraph Number, if applicable
- c. Page Number, if applicable
- d. Text of passage being questioned
- e. Question

Note: Questions or other written requests for clarification must be received by the Point of Contact by the deadline set forth in the solicitation. However, the County, at its sole discretion, may respond to questions or other written requests received after the deadline. Please provide company name, address, phone number; fax number, e-mail address, and name of contact person when submitting questions.

6. Clarifications

Respondents must notify the Point of Contact of any ambiguity, conflict, discrepancy, exclusionary specifications, omission, or other error in the solicitation in the manner and by the deadline for submitting questions. If a respondent fails to properly and timely notify the Point of Contact of such issues, the respondent submits its solicitation at its own risk, and if awarded a Contract: (1) shall have waived any claim of error or ambiguity in the solicitation and any resulting Contract, (2) shall not contest the interpretation by any entity of such provision(s), and (3) shall not be entitled to additional compensation, relief, or time by reason of ambiguity, error, or later correction.

7. Responses

The County reserves the right to amend answers prior to the deadline of solicitation responses. Amended answers may be posted on the County website. It is the respondent's responsibility to check the County website or contact the Point of Contact for updated responses. The County also reserves the right to decline to answer any question or questions or to provide a single consolidated response of all questions they choose to answer in any manner at the County's sole discretion.

8. Solicitation Response Submission and Delivery

Solicitation responses must be received at the address indicated below and be time-stamped or otherwise acknowledged by Rusk County no later than the date and time specified in the Schedule of Events.

The County will not be held responsible for any solicitation response that is mishandled prior to receipt by the County. The County will not be responsible for any technical issues that result in late delivery, inappropriately identified documents, or other submission error that may lead to disqualification (including substantive or administrative) or nonreceipt of the respondent's response.

9. Delivery

Respondents must deliver solicitation responses by one of the methods below. Solicitation responses submitted by any other method will NOT be considered.

U.S. Postal Service	Overnight/Express Mail or Hand Delivery
115 N Main St, Rm. 103 Henderson, TX 75652	115 N Main St, Rm. 103 Henderson, TX 75652

NOTE: All solicitation responses become the property of County after submission and will not be returned to respondent. It is the respondent's responsibility to appropriately mark and deliver the solicitation response to the County by the specified date. A U.S. Postal Service (USPS) postmark or round validation stamp; a mail receipt with the date of mailing, stamped by the

USPS; a dated shipping label, invoice of receipt from a commercial carrier; or any other documentation in lieu of the on-site time stamp WILL NOT be accepted.

10. Alterations, Modifications, and Withdrawals

Prior to the Solicitation submission deadline, a respondent may: (1) withdraw its solicitation response by submitting a written request to the Point of Contact identified above; or (2) modify its solicitation response by submitting a written amendment to the Point of Contact identified above. The County may request solicitation response Modifications at any time.

11. Minimum Qualifications

Respondents must meet the minimum qualifications listed below. Furthermore, solicitation responses that appear unrealistic in terms of technical commitment, that show a lack of technical competence, or that indicate a failure to comprehend the risk and complexity of a potential contract may be rejected, in the sole discretion of the County.

- a) Respondents must be bonded/insured and must have recently been in business for a minimum of 5 years, or the principals/owners must have had recent ownership/executive management experience in a previous company that provided similar services.
- b) Respondents must be financially solvent and adequately capitalized; and
- c) Respondent must be authorized to do business in the State of Texas; and
- d) Compliant with all state and federal law and regulations concerning law enforcement technology and data retention policies.

12. Scope of Work

- a. Respondent shall detail a plan to provide emergency medical transportation services to and or from medical facilities according to Texas Department of Health Standards of Care. Respondent shall detail the number of Mobile Intensive Care Unit Ambulances to be assigned to service the area of Rusk County as well as MICU helicopters, and the number of emergency services personnel that will staff each. Plan shall also include a list of locations that will be proposed to house/stage ambulances and staff required by this invitation. Plan shall include a minimum of 2 MICU ambulances and as many additional MICU ambulances as the provider deems necessary to maintain a 90% or higher monthly response time.
- b. Respondent shall provide, without fee or charge of any kind, service and/or transportation of County employees to medical facilities when they are injured while they are on the job with the County.
- c. Respondent shall dispatch at least one (1) ambulance to each major emergency and/or fire, as determined by the County and if requested by the County, and stand by in case of need. Successful proposer shall provide, at no cost to the County, stand by ambulance service for any County sponsored activity/event.
- d. Respondent shall staff each ambulance used in the Service Area with one qualified Paramedic and one qualified Emergency Medical Technician (Basic or Intermediate).

- e. In furnishing ambulance services, Respondent shall maintain all federal, state, and local required licenses and certifications of Respondent and its personnel; employ and manage all ambulance personnel; provide all in-service training required of ambulance personnel; provide for 9-1-1 and non-emergency dispatch services; furnish all supplies, fuel, lubricants, maintenance, repairs, and insurance for the ambulance and equipment; maintain superior working relationships with first responders and law enforcement agencies; ensure courteous, professional, and safe conduct of all ambulance personnel and other staff; inform the County's governing body in a timely manner of all activities and issues that may reasonably affect Respondent's services in the Service Area; and participate in an annual financial audit of funds provided by the County.
- f. Respondent shall transport all patients to the nearest appropriate facility in a life-threatening emergency or if in a non-life or limb threatening emergency to a hospital of patient's choice within Respondent Service Area.
- g. In appropriate situations, Respondent shall arrange for MICU helicopter service with Respondent providing emergency backup ground ambulance coverage.
- h. In emergency assignments, Respondent shall strive to respond and provide a transport capable, paramedic staffed, MICU ambulance at the scene of each life-threatening emergency request occurring within the County within 16 minutes on not less than 90% of all life-threatening emergency dispatch response requests (i.e. 9-1-1 EMS classified calls) occurring within the County. Respondent shall strive to respond and provide a transport capable, paramedic staffed, MICU ambulance at the scene of non-life-threatening emergency request occurring within the County within 25 minutes. If provider fails to meet the 90% requirement for 2 consecutive months, in a 12-month period, the provider could be held in default on the 3rd month, if the provider fails to meet the 90% requirement for 3 non-consecutive months in a 12-month period, the provider could be deemed in default.
- i. In non-emergency assignments, Respondent shall strive to provide a transport capable Advanced Life Support ("ALS") ambulance at the scene as follows: If Respondent has received at least 24-hours advance notice, within 30 minutes of the scheduled pick-up time. If Respondent has not received at least 24-hours advance notice then within 1 hour of the scheduled pick-up time. Such exception shall not be the basis for contract default.
- j. These response times shall not apply to assignments during unusually severe weather conditions, multiple casualty incidents, declared disasters inside or adjoining the Service Area, and other situations beyond the reasonable control of Respondent.
- k. If Respondent is unable to provide ambulance service to a patient in the Service Area within an appropriate time, Respondent may arrange for another licensed ambulance provider to furnish services to such patient via a mutual aid provider.
- l. Respondent is not obligated under this agreement to provide a dedicated ambulance at high school football games or any other public relations event. If Respondent is unwilling or unable to provide a dedicated ambulance for a specific function the County may

contract with other providers for such service within the Service Area or as otherwise expressly provided herein.

- m. For the services provided under this Contract, Respondent will charge the patient or the person responsible for payment according to Respondent's rates in effect at the time of service in accordance with Texas State law.

13. Rights and Duties of the County

- a. Respondent shall be the exclusive provider of emergency and non-emergency ground ambulance services inside the Service Area, except in those instances when Respondent is unable to provide services for a patient and arranges for another licensed ambulance provider to furnish services to such patient or as otherwise expressly provided herein.
- b. The County shall not contract with or give permission to any other person, agency or entity to provide emergency or non-emergency ground ambulance services inside the Service Area without the prior written consent of Respondent or as otherwise expressly provided herein.
- c. The County reserves the right to change, amend or modify any provision of this solicitation, or to withdraw this solicitation, at any time prior to award, if it is in the best interest of the Entity and make public any changes, amendment, or modification.
- d. The County shall provide no financial subsidy for the term of this agreement.

14. Mutual Aid

Successful proposer shall be responsible for securing all mutual aid agreements from other emergency medical transportation services in order to meet all emergency medical service transportation needs of Rusk County.

15. Evidence of Insurance

Successful proposer shall provide a certificate of current insurance coverage in the amount specified below in order to demonstrate insurability. Successful proposer shall procure and maintain for the duration of the contract insurance against claims for injuries to person or damage to property that may arise from or in conjunction with the performance of the work thereunder by the proposer, their agents, representatives, employees, or subcontractors. The cost of such insurance shall be borne by the successful proposer.

Successful proposer (and any and all subcontractors employed by the successful proposer to perform any portion of the work to be performed by the proposer under this scope of services) shall at all times during the term of the contract maintain in full force and effect Worker's Compensation and Employer's Liability, Commercial General Liability and Comprehensive Automobile Liability Insurance. All insurances shall be placed with companies rated at least 'A' by Best Key Rating Guide and for policy limits acceptable to the County and compliant with all applicable state and federal laws.

For purposes of the proposed contract, the successful proposer shall carry the following types of insurance in at least the limits specified as follows:

TYPE OF COVERAGE	LIMITS OF LIABILITY
Worker's Compensation	Employer's Liability with limits of \$1,000,000 per employee for occupational disease; \$1,000,000 policy limit for disease; and \$1,000,000 for each accident
Commercial General (public) Liability	Combined single limit for bodily injury and property damage of \$2,000,000 per occurrence or its equivalent
Comprehensive Automobile Liability	Excessive Umbrella Liability
Combined Single limit or bodily injury and property damage of \$3,000,000 per occurrence or its equivalent	\$2,000,000 per occurrence

16. Reporting Requirements

Respondent shall provide the County with monthly reports detailing requests for service by date, time and call type including response time data within 30 days following the end of each month. Reports shall include number of transports, staffing levels, any out of compliance response times, and any other relevant information. The County reserves the right to make reasonable requests for further information on the monthly reports.

17. Term

The term of service shall be for five years beginning July 1, 2026 and ending June 30, 2031, at midnight. The contract may be renewable for an additional 5-year period, if both parties to the contract are in mutual agreement.

18. Remuneration

The County is seeking a proposal in which services as described in this request will be provided at no monetary cost to Rusk County. However, if subsidy will be required for the execution of the services stated, a detailed explanation and justification for said subsidy shall be provided in the proposal. If no subsidy will be required, the statement **No Subsidy shall be required in the execution of the services proposed** shall be included in the proposal. The successful proposer will be allowed to bill the recipient of services at a fair and reasonable amount, and will also have the right to sell ambulance subscriptions to residents of the County, and will notify subscriber at their last known mailing address at least thirty days prior to their subscription of pending termination.

THE AMOUNT TO BE BILLED FOR SUBSCRIPTION SERVICES SHALL BE ENUMERATED IN THE RESPONSE TO THIS INVITATION TO SUBMIT A PROPOSAL.

19. Commitment to 1st Responder Support and Quality Care

Texas State EMS regulations require formal affiliation between every 1st response organization and a licensed EMS provider. Respondent must coordinate and support the development of a formalized 1st response Network. Respondent shall also provide in-service training programs, emergency care attendant, and CPR classes for 1st responders.

Respondent shall provide 1st Responders with automated external defibrillation certification, integrated quality improvement program, on-scene medical supply exchange program, and assistance with fund-raising.

20. Conflicts

Respondent must certify that it does not have any personal or business interests that present a conflict of interest with respect to the RFP and any resulting contract. See **Exhibit A**.

Additionally, if applicable, the respondent must disclose all potential conflicts of interest. The respondent must describe the measures it will take to ensure that there will be no actual conflict of interest and that its fairness, independence, and objectivity will be maintained. The County will determine to what extent, if any, a potential conflict of interest can be mitigated and managed during the term of the contract. Failure to identify actual and potential conflicts of interest may result in disqualification of a solicitation response or termination of a contract.

Please include any activities of affiliated or parent organizations and individuals who may be assigned to this Contract, if any.

EXHIBIT A

Conflict of Interest Questionnaire – Form CIQ

CONFLICT OF INTEREST QUESTIONNAIRE For vendor doing business with local governmental entity		FORM CIQ
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session. This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>		OFFICE USE ONLY Date Received
1	Name of vendor who has a business relationship with local governmental entity.	
2	<input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)	
3	Name of local government officer about whom the information is being disclosed. Name of Officer	
4	Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.	
<p>A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>		
5	Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.	
6	<input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).	
7	 Signature of vendor doing business with the governmental entity Date	

CONFLICT OF INTEREST QUESTIONNAIRE

For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG176.htm>. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

(2) the vendor:

- (A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that:
 - (i) a contract between the local governmental entity and vendor has been executed; or
 - (ii) the local governmental entity is considering entering into a contract with the vendor;
- (B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:
 - (i) a contract between the local governmental entity and vendor has been executed; or
 - (ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

- (1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
- (2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
- (3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

- (A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
- (B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

- (A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
- (B) that the vendor has given one or more gifts described by Subsection (a); or
- (C) of a family relationship with a local government officer.

EXHIBIT B

Insert Certificate of Insurance

(Supplied by Proposal Responder/Bidder i.e. Vendor)