

Round 2 of Submitted Questions 3/9/2026

1. Is this a single-provider replacement or will geographic zones remain split?

ANSWER: Contracts for incorporated areas that utilize their own ambulance services are not part of this proposal. All other areas in Rusk County are considered the same geographic zone.

2. What is total 911 call volume and transport volume for the past 3–5 years?

ANSWER: The reports of 911 calls for 2024-2025 are included in round one of questions and answers.

3. Can the county provide CAD-level incident data (location, date, time) for past 6–12 months?

ANSWER: The county is not able to provide CAD-level incident data.

4. What staging locations are currently used and will any county facilities be made available?

ANSWER: There are no county facilities in use at this time. The current provider leased a building on the south side of the City of Henderson.

5. Who provides 911 dispatch — and must the provider operate their own or integrate with existing?

ANSWER: Rusk County Sheriff's Office operates the 911 call center and then forwards to EMS dispatch who is responsible for dispatching of their units.

6. Are interfacility transfers included in the scope and exclusive service rights?

ANSWER: Interfacility transfers are not included. Each medical facility operates their own EMS and is responsible for their own interfacility transfers.

7. What subsidy, if any, is currently being paid to existing provider(s)?

ANSWER: No subsidy is paid to existing providers.

8. Are there existing subscription programs in the county and what are current subscriber counts/rates?

ANSWER: CHRISTUS has a subscription program. The county does not have subscriber counts/rates.

9. How many first responder organizations require formal affiliation agreements?

ANSWER: There are thirteen First Responder Organizations.

10. Are there financial penalties beyond the default provisions for missing the 90% threshold?

ANSWER: There are no financial penalties beyond the default provisions.

11. How many full-time personnel and staffed units are currently deployed in the county?

ANSWER: The current provider has seven units to serve Rusk County, however the county cannot provide information on how the provider staffs those units.

12. **Section Number: 12; Paragraph Number: b; Page Number: 5; Text of passage being questioned:** “Free Transport of County Employees: 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.”

Question: To ensure compliance with all applicable federal and state healthcare laws and regulations, including but not limited to federal Anti-Kickback and beneficiary inducement provisions, please clarify the County’s intent regarding this requirement. Specifically: (1) Does the County intend that the Respondent waive all charges to the patient and/or any third-party payor (including Medicare, Medicaid, or commercial insurers) for such transports? (2) Would the County consider structuring this provision as a County-paid service (if utilized) rather than a no-charge requirement?

ANSWER: This provision is clarified to state “Neither county employees or the county, are to be billed for transport if injured while on duty but providers may bill insurance for services.”

13. **Section Number: 12; Paragraph Number: c; Page Number: 5; Text of passage being questioned:** “No-Cost Standby at County Events: Respondent shall dispatch at least one (1) ambulance to each major emergency and/or fire... Successful proposer shall provide, at no cost to the County, stand by ambulance service for any County sponsored activity/event.”

Question: To ensure regulatory compliance and appropriate operational planning, please clarify the scope and intent of the “no cost” standby requirement. Specifically:

- Does “no cost to the County” mean that the Respondent may bill patients and/or third-party payors for services rendered during such standby events if patient care is provided?
- Approximately how many County-sponsored activities/events per year would typically require standby coverage?

ANSWER: This provision is clarified to include only major emergency or fire and NOT county sponsored events/activities. The text “Successful proposer shall provide, at no cost to the County, stand by ambulance service for any County sponsored activity/event” is removed from this section.

14. **Question:** Can the County please confirm which Computer-Aided Dispatch (CAD) system and electronic Patient Care Reporting (ePCR) platform are currently utilized by the existing EMS provider and/or the Fire Department? Additionally, please clarify whether the selected contractor will be required to interface with these existing systems and, if so, provide any available technical integration specifications or requirements.

ANSWER: The provider will be responsible for their own reporting system.

15. **Question:** Can the County provide the historical percentage breakdown of both gross charges and net collections by payor type (e.g., Medicare, Medicaid, Commercial, Self-Pay, Other) for the most recent three calendar years available?

ANSWER: The county does not have this information.

16. **Question:** Can the County provide the historical payor mix for ambulance transports, expressed as a percentage breakdown by payor type, for the most recent three calendar years available?

ANSWER: The county does not have this information.

17. **Question:** Can the County provide a map or a more detailed written description of the defined service area boundaries, including any excluded areas, mutual aid zones, or overlapping response jurisdictions?

ANSWER: Map of service area is included. See attachments for additional city limits map of Henderson (recently updated). All of Rusk County excluding cities designated in red of Overton, Kilgore, Tatum, and Henderson. Link to map:

<https://ruskcountyfire.maps.arcgis.com/apps/mapviewer/index.html?configurableview=true&webmap=2599a08fab0f4f2092de314a54242024&theme=dark&heading=true&legend=true&information=true¢er=-94.61541684515889,32.12348557614333&scale=577790.554289>

18. **Question:** Can the County provide the historical percentage breakdown of transports billed as Advanced Life Support (ALS) versus Basic Life Support (BLS) for the most recent three calendar years available?

ANSWER: The county does not have this information.

19. **Question:** Can the County provide the top three primary medical reasons for ambulance transport within the Rusk County service area, based on historical data (e.g., cardiac, trauma, respiratory, etc.)?

ANSWER: The county does not have this information.

20. **Question:** Can the County provide the current contracted ambulance billing rates for the existing service provider, including ALS emergency, BLS emergency, mileage, and any specialty service rates?

ANSWER: The county does not have this information.

21. **Question:** Can the County provide the historical average patient transport distance, expressed in miles, for ambulance transports within the service area?

ANSWER: This information is not available.

22. **Conflict of Interest Questionnaire (CIQ); Section Number:** Attachments

Question: The CIQ form provided with the RFP is version-dated 11/15/2015. The Texas Ethics Commission's current version of this form was revised on 8/14/2024. Should we use the newer/current version?

ANSWER: The 11.2015 version of CIQ form has the same language as the 8.2024 updated version with the exception of a line for the name of the signatory on the form. The county will accept either version of the CIQ for this Ambulance RFP.

23. **Question:** Does the County currently have or provide housing/stations for the ambulances as part of this agreement?

ANSWER: The county does not provide any housing/stations as part of this agreement.

24. **Question:** Does the County currently pay a subsidy for EMS services and if so what is the annual amount?

ANSWER: The county does not pay a subsidy for EMS services.

25. **Question:** Section 12, Paragraph 1 on Page 5, which mentions that the plan shall include a minimum of two MICU ambulances and as many additional MICU ambulances as the provider deems necessary to maintain a 90% or higher monthly response time:

- a. Could you provide a map of the service area, specifically detailing the unincorporated areas of Rusk County that need to be covered?

ANSWER: Map of Rusk County, areas in red are omitted from this RFP. Link to map of Rusk County with detailed un-incorporated areas:

<https://ruskcountyfire.maps.arcgis.com/apps/mapviewer/index.html?configurableview=true&webmap=2599a08fab0f4f2092de314a54242024&theme=dark&heading=true&legend=true&information=true¢er=-94.61541684515889,32.12348557614333&scale=577790.554289>

26. **Question:** Re: Page 5; #12 Scope of Work

- e. 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.

What is considered respondent service area?

ANSWER: Respondent service area is all of Rusk County, excluding cities with their own contracts (areas in red are the City of Kilgore, City of Overton, City of Tatum). City of Henderson is excluded, a newly updated map of City of Henderson boundaries is attached. Link to map of Rusk County:

<https://ruskcountyfire.maps.arcgis.com/apps/mapviewer/index.html?configurableview=true&webmap=2599a08fab0f4f2092de314a54242024&theme=dark&heading=true&legend=true&information=true¢er=-94.61541684515889,32.12348557614333&scale=577790.554289>

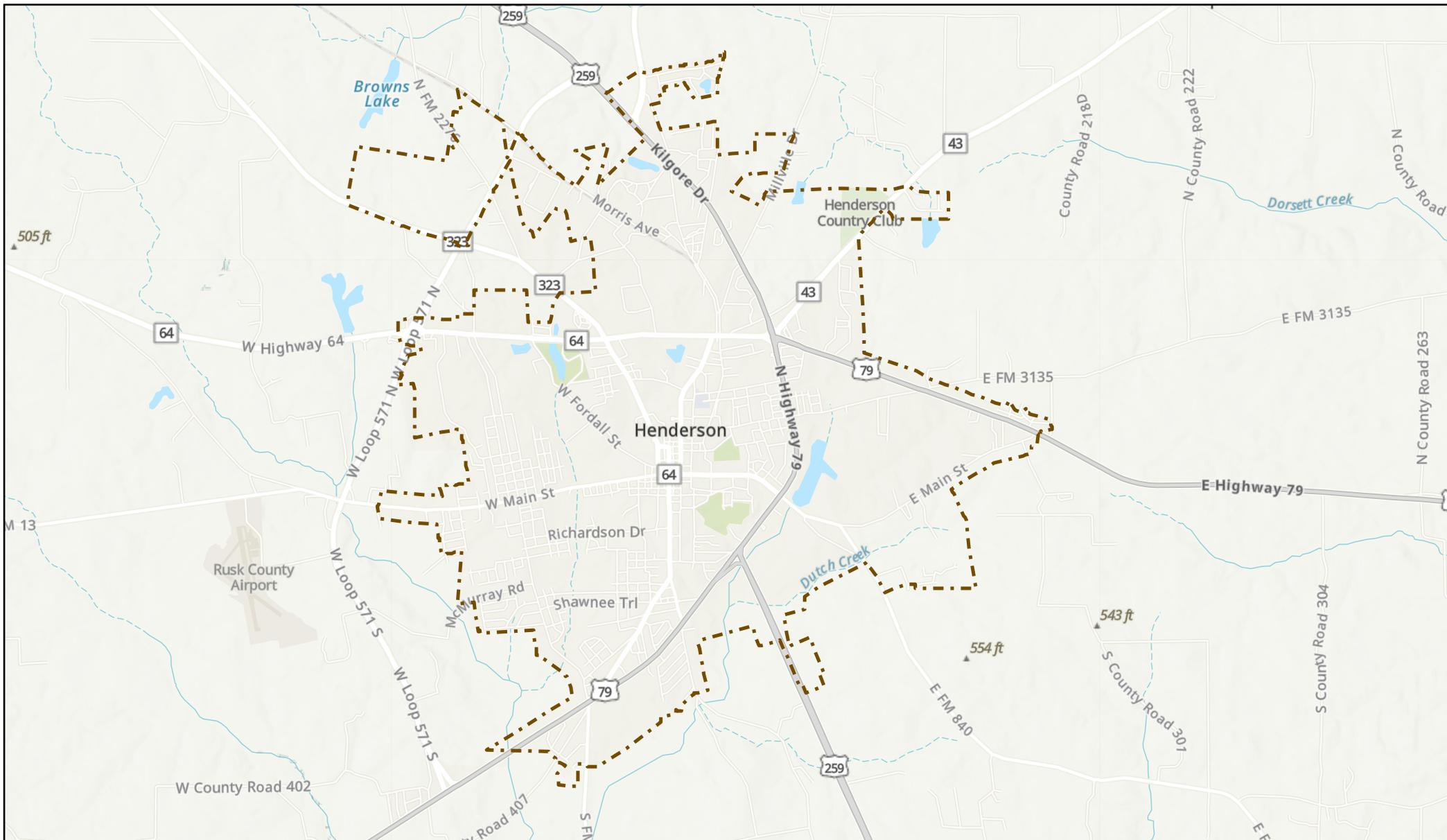
27. **Question:** Re: Page 7; # 13 Rights and Duties of the County

- 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.

Does this include the City of Henderson? It appears that CHRISTUS Emergency Care Center – Henderson is that the case and be the responsibility of the provider to provide transport of those patients.

ANSWER: Respondent service area is all of Rusk County, excluding cities with their own contracts (City of Henderson, City of Kilgore, City of Overton, City of Tatum). Refer to previous question for map link.

City of Henderson Boundaries



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 City Boundaries

