

NOTICE OF REQUEST FOR PROPOSALS

Emergency Medical Services (EMS) & Advance Life Support (ALS) Ambulance Services

City of Hastings, Baltimore Township, Carlton Township, Hastings Township, & Hope Township

RFP Release Date: July 22, 2026

Proposal Due Date: August 14, 2026

Requests for Proposals and related documents may be obtained during normal business hours from the City Clerk/Treasurer's office located in Hastings City Hall at 201 East State Street, Hastings, MI 49058.

OVERVIEW OF THE PROCUREMENT PROCESS

The City of Hastings and the municipal corporations of Baltimore Township, Carlton Township, Hastings Township, and Hope Township are employing a formal proposal or bid process in this procurement. The municipalities are issuing this RFP jointly as a matter of convenience; the successful vendor will contract with each participating municipality individually. All General and Specific Terms and Conditions as described below apply. Potential vendors who receive copies of this RFP will be notified of any addendum to the RFP and provided an equal opportunity to comply with all specifications

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1. BACKGROUND

City of Hastings, Baltimore Township, Carlton Township, Hastings Township, & Hope Township, all municipal corporations within Barry County, hereinafter called “Municipalities” have agreed to issue a Request for Proposals (RFP) to retain an Emergency Medical Service (EMS) provider for a term of three (3) years, with options to renew for three additional one-year terms, subject to mutual agreement. The municipalities are issuing this RFP jointly as a matter of convenience; the successful vendor will contract with each participating municipality individually.

2. SERVICE AREA

The designated service area encompasses the communities and geographic boundaries identified below and shall constitute the primary response area for the selected EMS provider.

EMS shall provide transport services to the following municipalities:

- City of Hastings
- Baltimore Township
- Carlton Township – Hastings Fire Service area & Village of Freeport
- Hastings Charter Township
- Hope Township (*see conditional participation below*)
- Rutland Township (*see conditional participation below*)

Conditional Participation – Hope Township and Rutland Township

Hope Township and Rutland Township have expressed interest in participating as part of the service area under this RFP. However, its inclusion in the final contract shall be contingent upon approval by their Township Board. A formal determination regarding participation is expected following review of submitted proposals.

3. SCOPE OF WORK

The scope of services to be provided by EMS shall include the following activities as needed to meet the municipalities’ goals. As a contracted ALS ambulance provider for the municipalities, EMS will be responsible for delivering timely, proficient, and compassionate service based on the following goals:

- a. Optimal Patient Care – High-quality advanced prehospital medical care and interventions to ensure appropriate level of care and seamless transition from the prehospital environment to more definitive care settings, if needed.
- b. System Adaptability – Capacity and flexibility for adapting to deployment changes necessary to meet system demand and maintain level of service.

- c. Fiscal Responsibility - Fair and reasonable fee proposal that supports service level requirements and demonstrates value to the residents and visitors.

A. COMPLIANCE & LICENSURE

EMS shall maintain ALS service provider designation with Michigan Department of Health and Human Services (MDHHS) and Barry County Emergency Medical Control Authority (BCEMCA) at all times for the duration of the Agreement and shall provide proof to the municipalities that their ALS service provider designation is current on an annual basis. All licenses and certifications shall remain current and in effect for the duration of the Agreement, inclusive of any Agreement extensions. Licenses and certifications shall be available for inspection by the municipalities upon request. The provider's service area, vehicles, and personnel shall be appropriately licensed including those specifically required by the Michigan Department of Consumer and Industry Services. A copy of the appropriate State of Michigan license to provide services in Michigan is required and must be submitted with the proposal.

B. DEPLOYMENT PLAN

EMS shall provide emergency or medical transportation within the service area and EMS shall arrive with at least one (1) ambulance meeting the criteria set forth in Section E of the RFP. EMS shall transport patients to hospitals pursuant to the BCEMCA protocols. EMS shall fully cooperate with the personnel of the municipalities in providing emergency medical services at the scene of any emergency at which EMS is present and shall itself provide emergency medical services when so requested by the municipalities.

EMS shall at all times maintain two (2) twenty-four (24) hour ambulances to service the municipalities. At least one ambulance must be ALS. The ambulances are expected to be staged within the service area unless on a 911 call.

Ambulances

- i. Be capable and equipped to transport a minimum of one (1) patient
- ii. Meet all applicable laws, rules, regulations, BCEMCA protocols, standards, guidelines, operational procedures, and licensing requirements as such may be amended from time to time, of any unit of government, including federal, state, county, or municipal governments or governing bodies or any applicable branch;
- iii. Be in good working condition, in a condition to ensure the safe and comfortable transportation of each patient, and be air conditioned in the patient compartment; and

iv. Be subject to periodic inspection by the “Municipalities” (at such time and locations to be determined by the “Municipalities” without jeopardizing coverage) to ensure that the requirements of this section B.1. are satisfied.

v. EMS shall ensure necessary back-up vehicles are available to allow for continuous service when vehicles are undergoing routine preventative maintenance or are otherwise out of service for mechanical reasons.

C. PERFORMANCE STANDARDS AND REPORTING REQUIREMENTS

EMS shall establish, monitor, report, and continuously improve system performance through defined operational and clinical benchmarks. All performance metrics shall be measured, documented, and reported in accordance with the requirements set forth herein. EMS shall participate in the development, review, and refinement of performance standards in coordination with the municipalities, and any designated oversight body.

All reports shall be submitted in electronic format upon request and must be compatible with reporting systems required by BCEMCA. EMS shall comply with all applicable state reporting requirements and submit data in accordance with the National EMS Information System (NEMSIS) standards. Failure to comply with reporting requirements may result in contract enforcement actions, up to and including termination of the agreement upon ninety (90) days’ notice.

Report content may be adjusted month-to-month to address specific system performance issues as determined by the municipalities and EMS.

OPERATIONAL PERFORMANCE STANDARDS

EMS shall meet or exceed the following operational performance benchmarks, measured at the 90th percentile unless otherwise specified:

Standards

Response time to call with an average of no more than two minutes

Monthly Operational Reports

Monthly reports shall include, at a minimum:

- Average response time
- Average arrival to scene time
- Dispatch Performance: Call processing times and dispatch intervals
- System Status and Reliability: Number of calls per municipality, organized by priority of calls and non-transports and refusal of service

Annual Operational Reports

Annual reports shall include system-wide analysis and trend evaluation, including:

- Call volume and demand growth trends
- Response density and geographic coverage analysis
- System reliability and resource deployment effectiveness
- Recommendations for system improvement and optimization

CLINICAL PERFORMANCE STANDARDS

The Contractor shall establish, track, and meet clinical performance benchmarks consistent with BCMCA standards.

D. MEETINGS

Upon request, a supervisory member of EMS staff shall be available to meet with members of the municipality to discuss the effectiveness of the program, provide reports, and provide answers to any question or concern.

E. PERSONNEL

EMS staff shall meet the Department of Health and Human Services standards.

EMS shall perform a CCH (Complete Criminal History) on all of its Paramedics and Emergency Medical Technicians. Employees with a conviction for Criminal Sexual Conduct (CSC) or violation of the Controlled Substances Act shall not be allowed to work in the service area. Employees with a conviction for theft or larceny within the last five (5) years shall not be allowed to work in the service area. The provider shall perform a Complete Driving History on all of its Paramedics and Emergency Medical Technicians. Employees with one or more convictions for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Impaired (OWI), Operating While Under the Influence of Narcotic (OUIN), or any two or more convictions of any combination thereof, shall not be allowed to work in the service area. Employees with a conviction for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Impaired (OWI), Operating While Under the Influence of Narcotic (OUIN), in the last five (5) years shall not work in the service area. The provider shall indicate how personnel are screened for motor vehicle operator records and what additional criteria are used for qualification and/or disqualification in the screening.

Each ambulance shall be staffed by two (2) persons who shall meet all of the following criteria:

1. All EMS personnel shall comply with all laws, rules, regulations, protocols, standards, guidelines, operational procedures, and licensing requirements, as such may be amended from time to time, of any unit of government, including federal, state, county, or municipal governments of governing bodies or any applicable branch, and shall at all times maintain an effective Michigan operator's permit.
2. EMS personnel staffing an ambulance providing services pursuant to this agreement shall be certified, authorized, and licensed by the State of Michigan as a paramedic and the other shall be fully certified, authorized, and at a minimum licensed as an emergency medical technician as required by law.
3. No EMS personnel shall operate any vehicle or perform any services to be rendered pursuant to this agreement while having a blood alcohol content exceeding 0.00% or while under the influence of a controlled substance as such terms are defined under the Motor Vehicle Code of the State of Michigan.
4. Each EMS personnel shall be fit to operate an ambulance, including any requirements, standards, or guidelines established by any laws, regulations, standards, or protocols regulating the provision of such service.
5. EMS personnel shall be able to speak, read, and write English.
6. EMS shall comply with Federal and State and standards pertaining to equal employment opportunity.

F. DRUG TESTING

The provider shall have a random and probable cause drug-testing program for all personnel operating in the Municipalities.

G. CARE COMPLAINT RESOLUTION

In the event a complaint arises over the provision of emergency medical care, the procedure shall be as follows:

- (1) The complaint shall be forwarded to the EMS supervisor, for investigation and review. The complaint shall be investigated and a written report provided to the municipality within 15 days on company letterhead identifying the complaint, resolution, and measures taken to prevent in the future.
- (2) In the event the complaint is not resolved, it shall be referred to BCEMCA.

H. INSURANCE

The provider shall comply with the insurance requirements specified in Section 6 of this RFP.

I. MULTI-CASUALTY DISASTER

When notified by a 911 operation that a multi-casualty, life-threatening disaster or major emergency has occurred, EMS shall follow BCEMCA protocol.

J. PUBLIC SAFETY INCIDENT AND TRAINING STANDBY

EMS shall provide ambulance units as requested to standby at public safety emergency scenes such as fires, hazardous materials incidents, police tactical incidents, and police and fire training incidents as requested. These units shall not leave the incident unless released by the incident commander. The ALS ambulance units shall assist in medical evaluation, treatment and transport of emergency personnel as required.

K. COMMUNICATIONS

The ALS ambulances shall be equipped with mobile and portable communications equipment allowing them to communicate with: Barry County Central Dispatch and Hastings Fire Department, fellow medical resources, and area hospitals or treatment facilities. EMS shall indicate what backup systems exist to facilitate dispatch communications in the event of a failure of the primary radio transmitter. EMS is responsible for making accommodations for the provider's dedicated units to communicate with Barry County Central Dispatch.

EMS is required to install and maintain location monitoring equipment compatible with Barry County Central Dispatch.

L. BASE OF OPERATIONS

EMS shall identify the location(s), which are to serve as the base of operations for this program. Base of operations must be located at or in a facility within the Hastings City Limits. Full coverage of services must be maintained during shift changeover.

M. OUT OF SERVICE AREA NOTIFICATION

EMS shall notify Central Dispatch and Hastings Fire Department when they are out of the service area and provide notification again when they have returned.

N. TERM/TERMINATION

The contract term shall be three (3) years, January 1, 2027 through December 31, 2029 with the option to auto-renew for three additional one (1)-year terms, subject to mutual agreement and available funding.

Termination of the contract by either party (The municipalities or the service provider) shall require written notice a minimum of 90 days in advance.

O. PATIENT FEES

EMS shall specify what ambulance user charges are to be assessed and include a current schedule of charges. EMS shall provide as part of their proposal, a comprehensive rate schedule for all services, materials, medications, and other actions or items that may be billed to a patient during their treatment and transport.

P. PATIENT BILLING AND COLLECTION SYSTEM

EMS will be responsible for proper billing and collection practices. EMS collection practices shall be in accordance with all State collection laws and regulations. EMS's accounts receivable management system will be capable of timely response to patient and third-party payer inquiries regarding submission of insurance claims, dates and types of payments made, itemized charges and other inquiries. EMS shall have staff available at the local base of operations to provide an initial response to questions regarding patient bills. EMS will provide for interpreter service, relative to billing and collections, to parties having limited English proficiency.

Q. FEES FOR SERVICE

It is anticipated that the majority or all of the services provided shall be covered by patient billing. If EMS is proposing a subsidy or fee for the municipalities, please provide that information with RFP response submittal.

R. AUDIT

Should the municipalities deem it necessary, due to conflicting data information received by the service provider to actual field service data, an independent third-party audit of the raw data may be requested at the expense of the contractor to verify the provider is meeting the services and response times as required. This third-party audit may be requested at the end of a contract year should the municipalities find it necessary to verify conflicting information and data.

4. Procurement Schedule

The following is the *tentative schedule*

Request for Proposal Published	July 22, 2026
Question Deadline	August 7, 2026 at 10AM
Proposal Due Date	August 14, 2026 at 10AM
Public Bid Opening	August 14, 2026 at 10AM

5. General Terms and Conditions , Evaluation Criteria

General Terms

The Municipalities assume no responsibility of any kind or nature for any costs incurred by any potential vendor in the preparation of a response to this RFP. This applies to and includes any costs of delivering a proposal timely.

The Municipalities reserves the exclusive, unencumbered right to:

- a. Cancel, revise, or amend the RFP;
- b. Reject any proposal or bid or all proposals or bids submitted in response hereto in whole or in part for any or no reason;
- c. To waive any irregularities in any proposal or bid;
- d. To award the whole or part of the work or goods that are the subject of this RFP to that offeror whose proposal or bid is, as determined in the sole discretion of the Municipalities, to be in the best interest of the Municipalities considering such factors as it may deem pertinent.

Sealed proposals or bids must be received on or before **August 14, 2026 at 10AM** at the office of the City Clerk/Treasurer. Date and time will be recorded on delivery. The deadline is for physical delivery to the specified location; postmarks or other indicators of sending or delivery will not be accepted. Electronic submittals will be accepted and may be sent to City Clerk Perin lperin@hastingsmi.gov. All electronic submittals must be received on or before **August 14, 2026 at 10AM**

Proposals or bids are to be delivered to:

City of Hastings
Office of the City Clerk/Treasurer
201 East State Street
Hastings, MI 49058

Any questions regarding the RFP must be submitted before **August 7, 2026 at 10AM**

If necessary, an addendum to the RFP will be provided to all holders of the RFP of record.

No proposal or bid may be withdrawn for a period of sixty (60) days after the opening of the proposals or bids, except as provided in the RFP.

Proposals must be submitted in accordance with the instructions and requirements contained in this RFP. Failure to do so may result in the proposal or bid being considered non-responsive and it may be rejected. An offeror must promptly notify the Office of the City Clerk/Treasurer of any ambiguity, inconsistency, or error, which may be discovered upon examination of the RFP. An offeror requesting clarification or interpretation of this RFP should contact **Assistant City Manager Jaquays** (269) 945-6006 or **Fire Chief Jordan** at 269-945-5384 Ext 3.

Proposals should demonstrate the offeror's successful experience in providing the services and/or items requested by this RFP.

Proposals must state whether any of offeror's owners, officers, employees, or agents, or their immediate family members, is currently, or has been in the past year, an employee of the Municipalities or has any responsibility or authority with the Municipalities that might affect the procurement transaction or any claim resulting there from. If so, the complete name and address of each such person and their connection to the Municipalities must be disclosed in the response.

Any proposal submitted shall be deemed conclusive assurance that the proposer does not discriminate in any manner against any class of protected persons under federal or state law. This includes non-discrimination on the basis of gender, race, national origin, age, and other categories specified by law. Non-discrimination applies to consideration for employment and services.

Proposals must explicitly and completely describe and present all components of the price proposed for work or goods. The Municipalities are exempt from State of Michigan Sales and Use Taxes.

Ownership of all data, materials, and documentation originated and prepared for the Municipalities pursuant to the RFP shall belong exclusively to the Municipalities and be subject to public inspection in accordance with the Michigan Freedom of Information Act.

No information regarding the contents of responses to the RFP will be released prior to award. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.

Any interpretation, correction, or change of the RFP will be made by an addendum. Interpretations, corrections, or changes to this RFP made in any other manner will not be binding and offerors must not rely upon such interpretations, corrections, or changes. The City Clerk/Treasurer will issue Addenda. Addenda will be emailed, faxed, or mailed to all known recipients of the RFP.

The Municipalities may make investigations to determine the ability of the offeror to perform or supply the services and/or items as described in this RFP.

The successful offeror must comply with all applicable City, State, and Federal laws, codes, provisions, and regulations.

Responses to this RFP must be in the prescribed format as requested in the submission requirements.

The Municipalities may request additional information, clarification, or presentations from any of the offerors after review of the proposals received.

The Municipalities have the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of offeror.

Only the Municipalities will make news releases or other public announcements pertaining to this RFP or the proposed award of a contract.

Evaluation Criteria

- a. The ability, capacity, and skill of the offeror to provide items described in this RFP in a prompt and timely manner without delay or interference.
- b. The character, integrity, reputation, judgment, experience, efficiency, and effectiveness of the offeror.
- c. The quality and timeliness of performance of previous contracts or services of the nature described in this RFP.
- d. Compliance by the offeror with laws and ordinances regarding prior contracts, purchases, or services.
- e. The conditions, if any, specified in offeror's proposal; i.e. what expectations or requirements the offeror might have of the Municipality as a condition of, or related to the proposal.
- f. Compliance by the offeror with the Municipality's insurance requirements policy.
- g. Price.

Selection Process

- a. Sealed proposals will be publicly opened immediately after the deadline for submitting proposals.
- b. Proposals will be opened at Hastings City Hall, 201 East State Street, Hastings.
- c. Proposals not submitted timely will not be opened or considered.
- d. Compliance with submittal forms, insurance requirements, and price will be publicly announced at the proposal opening.
- e. The Municipalities will evaluate proposals according to the evaluation criteria noted in the RFP and prepare a recommendation to their respective legislative bodies

- f. The Municipalities will make the final, binding decision as to the award of the contract or the rejection of any or all proposals.
- g. The Municipalities may request additional information or clarification from any offeror. Failure to supply the requested additional information may result in the proposal being rejected or not considered further.

6. Insurance Requirements

EMS shall procure and maintain during the term of this contract, the insurance coverages outlined below. All coverage shall be with insurance companies licensed and admitted to do business in the State of Michigan.

WORKER'S COMPENSATION INSURANCE:

EMS shall maintain during the life of the contract, worker's compensation insurance, including employer's liability coverage in accordance with all applicable statutes of the State of Michigan.

COMMERCIAL GENERAL LIABILITY INSURANCE:

EMS shall maintain during the life of the contract, commercial general liability insurance on an "occurrence basis" with limits of liability of not less than \$2,000,000 per occurrence and/or aggregate combined single limit, personal injury, bodily injury and property damage. Coverage shall include the following extensions:

(A) Contractual Liability;

(B) Products & Completed Operations Coverage;

(C) Independent Contractors Coverage;

(D) Broad Form General Liability Extensions or equivalent

PROFESSIONAL LIABILITY

EMS shall maintain during the life of the contract, professional liability insurance, with limits of not less than \$2,000,000 per occurrence

MOTOR VEHICLE LIABILITY:

EMS shall maintain during the life of the contract, motor vehicle liability insurance, including Michigan No-Fault Coverage's, with limits of liability of not less than \$2,000,000 per occurrence combined single limit Bodily Injury and Property Damage. Coverage shall include all owned, non-owned, and hired vehicles.

7. Submission Requirements

Respondents shall organize their submissions in such a way as to follow the general evaluation criteria as listed below:

Company Information

Information shall include at a minimum, but not limited to:

1. Company history- Years in business, nature of business, locations of business, location of headquarters, number of employees
2. Name of company as it appears on the Ambulance License.
3. Department of Health and Human Services vehicle license
4. Authorization to conduct business in Michigan (Ambulance License information),
5. Corporate Address/Mailing address
6. FEIN and Corporate Identification
7. Contact person for company
8. Name and Title of person authorized to sign legal documents on behalf of the company.

Operational Information

Please provide the following documents:

1. A signed statement authorizing submission of the proposal on company letterhead
2. Workforce Matrix
 - Total size of company workforce (Full, part-time and Casual)
 - Total number of office administrators
 - Total number of full-time Paramedics and Part-time paramedics
 - Total number of Full-time Emergency Medical Technicians (EMT) & Part-time EMTs
 - Proposed staffing for the Municipalities
3. Copy of any currently held Performance Bonds
4. Professional References (Please provide at least four (4), but no more than ten (10) professional references who can speak to your company's stability, social responsibility, financial status, strengths, deficiencies, history, business plan, customer service reputation, community involvement and potential for growth / sustainability.)

** Please include Names, addresses, contact information, professional positions, type of affiliation*

5. Ambulance Types and Models

- Year, make and models of all vehicles to be used in the service area during the contract term.
 - Provide maintenance and vehicle replacement policy
6. Patient schedule of fees