

**SARATOGA SPRINGS DELIVERY OF 911 EMERGENCY MEDICAL SERVICES  
AND INTER-FACILITY TRANSPORT SERVICES**

**REQUEST FOR PROPOSALS**

City of Saratoga Springs  
Saratoga Springs, UT 84045

September 2025

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## **CITY OF SARATOGA SPRINGS DELIVERY OF 911 EMERGENCY MEDICAL SERVICES AND INTER-FACILITY TRANSPORT SERVICES**

### **I. INTRODUCTION, BACKGROUND, AND SCOPE**

#### **A. INTRODUCTION**

The City of Saratoga Springs is soliciting proposals from qualified emergency medical service (EMS) providers to furnish 911 emergency medical response and inter-facility ground ambulance transport services. This RFP seeks to ensure alignment with Utah State Code, which mandates a competitive review process for EMS providers focused on cost, quality, and access.

#### **B. BACKGROUND**

The City of Saratoga Springs, located in Utah County, serves a population of over 65,000 residents. The City has a well-established EMS system and is seeking to evaluate existing and alternative providers to ensure future readiness, fiscal responsibility, clinical excellence, and equitable access. This review includes both the primary 911 response system and interfacility patient transport.

#### **C. SCOPE OF SERVICES**

Qualified EMS providers must demonstrate the ability to provide:

- 911 emergency medical response (BLS and ALS Paramedic levels)
- Inter-facility transport services, including BLS, ALS, and critical care transport (CCT)
- Dispatch integration and CAD compatibility
- Data reporting for performance metrics and QA/QI
- Compliance with Utah Bureau of EMS licensing and clinical protocols
- Mutual and automatic aid participation

### **II. PROCUREMENT PROCESS**

#### **A. Key Dates:**

- RFP Advertisement: September 2, 2025
- Questions Close: September 11, 2025, at 5:00 p.m.
- Proposal Due Date: September 15, 2025, at 4:00 p.m.
- Results Announced through UP3: September 22, 2025, at 5:00 p.m.

- Anticipated Award Date: October 8, 2025
- Contract Start Date: July 1, 2026

#### B. Project Administration

This RFP is ELECTRONIC SUBMITTAL ONLY. Each vendor must submit a RFP through the Utah Public Procurement Place (U3P) Bonfire website

Questions must be submitted through the Bonfire website only by September 11, 2025, at 5:00 p.m. Information requests and questions must be submitted and received by the City by no later than September 11, 2025, at 5:00 p.m. Responses to questions or any other information, which in the sole judgment of the City may be of value to all interested parties, will be communicated via UP3 Bonfire.

### III. REQUEST FOR PROPOSALS

A. Proposals should be prepared simply and provide a straightforward and concise description of the person's or entity's ability to perform the required services. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and an understanding of the City's needs. Vague statements will be viewed unfavorably.

Proposals shall include:

- Cover letter with contact information
- Organizational overview
- Description of scope fulfillment (911 EMS and IFT services)
- Key personnel with qualifications
- Staffing and deployment plan
- QA/QI methodology and medical oversight plan
- Fee proposal in a separate file
- At least three relevant project examples with contact references
- Timeline for service transition and implementation

Format:

- 10 single-sided pages max (not including resumes or attachments)
- Minimum 11 pt font, 1" margins
- Submit electronically (PDF format preferred)

#### B. MODIFICATIONS TO PROPOSALS

Proposals that have been submitted to the City may be modified in writing at any time before the due date and time for closing date. Any modifications must be signed by the person or officer of the entity that is authorized to do so.

#### C. COST OF PREPARING PROPOSALS

All costs of preparing the Proposal shall be the sole responsibility of the entity submitting the Proposal.

#### D. SUBMISSION OF PROPOSALS

All proposals shall be submitted in accordance with the instructions listed herein regarding time, place, and date required. Responses received after the time requirement will NOT be accepted and will NOT be considered for the award. The City will not be responsible for any bid/proposal delivered incorrectly or to the wrong address or location. Failure to read the Request for Proposals and comply with its instructions will be at the consultant's risk. Corrections and/or modifications received after the closing time specified in the RFP will not be accepted. All proposals must be signed by the appropriate representative or officer authorized to contractually obligate the firm.

Each respondent must submit an electronic copy of their proposal addressed to:

**The City of Saratoga Springs, Owen Jackson, by 4:00 p.m. on Monday, September 15, 2025, through the U3P Bonfire website.** The City will not consider responses received after that date and time.

### IV. EVALUATION OF PROPOSALS

All submittals will be evaluated to determine if the submittal is complete and in compliance with all requirements of the RFP. The City will then evaluate all proposals that meet the minimum requirements based on the following criteria. Each element has an assigned weight, which indicates the importance of each.

#### A. Proposals will be evaluated based on the following criteria:

- Cost (30%): Competitive fee structure, rate transparency, cost efficiency
- Quality (30%): Licensure, clinical protocols, staff credentials, QA/QI programs
- Access (30%): Coverage area, response reliability, inter-facility transport availability
- References and Past Performance (10%): Relevant experience, client satisfaction, case studies

The City of Saratoga Springs reserves the right to reject proposals that do not meet minimum qualifications or deviate substantially from RFP requirements.

## V. DISPOSITION OF PROPOSALS, STATEMENTS, AND NEGOTIATIONS

### A. Disposition of Proposals – Public Records

All materials submitted in response to this RFP will become the property of the City. An electronic copy of each proposal shall be retained for official files and will become a public record after the award and open to public inspection. It is understood that the proposal will become part of the official file on this matter without obligation on the part of the City.

### B. Verbal Statements or Agreements

No verbal agreement or conversation with any officer, agent, or employee of the City, either before or after execution of the contract, shall affect or modify any of the terms or obligations contained in the contract. Any such verbal agreement or conversation shall be considered as unofficial information and in no way binding upon the City or the Contractor.

### C. Negotiations

As this is a professional services contract, the City reserves the right to reject any or all Proposals or waive any requirements of this Request for Proposals. After the City has identified the best qualified candidate for the project, the City shall have the right to negotiate with the respondent over the final terms and conditions of the contract. The primary objective of the negotiations is the evaluation factors set forth in the Request for Proposals. The agreement will be on a form provided by the City and will include, at a minimum, standards of care, indemnification by the respondent, insurance requirements, and an expiration date. If an agreement cannot be reached, the negotiation will be terminated and similar negotiations will occur with the second ranked firm.

**ATTACHMENT A**  
**PROPOSED PROJECT KEY PERSONNEL**

Proposed Organization Doing Business As				
Name of Individual Representing Organization				
Years of Experience in Proposed Position				
Years of Experience with this organization				
Number of similar projects in Proposed Position				
Number of similar projects in other positions				
Similar Project Experience				
Project Name and Description	Initial Contract Price	Final Contract Price	Contract Date	Actual Date
Reference Contact Information (listing names indicates approval to contacting the names individuals as a reference)				
Name		Name		
Title/Position		Title/Position		
Organization		Organization		
Telephone		Telephone		
E-mail		E-mail		
Project		Project		
Candidate role		Candidate role		
Current Project Assignments				
Name of Assignment	Percent of Time Used for this Project	Estimated Project Completion Date		

**ATTACHMENT B**

**STATEMENT OF PROJECT EXPERIENCE**

**Using the summary format included below, list and describe Proposer's history of successful completion of both similarly sized and scoped projects.**

**Project**

Name of Project: \_\_\_\_\_ Location: \_\_\_\_\_

OWNER's Name and Address: \_\_\_\_\_

OWNER's Contact Person (Print): \_\_\_\_\_ Phone/Fax No.: \_\_\_\_\_ / \_\_\_\_\_

Initial Contract Price: \_\_\_\_\_ Final Contract Price: \_\_\_\_\_

Contract Start Date: \_\_\_\_\_ (Date of Notice to Proceed)

Contract Time: \_\_\_\_\_ ( ) Calendar Days ( ) Working Days

Contract Substantial Completion Date: \_\_\_\_\_

Actual Substantial Completion Date: \_\_\_\_\_

If contract completion time extensions were added to the contract as a result of PROPOSER's responsibilities, provide a short explanation of each.

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Project Description and Statement of Relevance to this Project:

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Describe substantial benefits provided to owners, such as innovated ideas or approaches to completing the work.

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