

Request for Proposals (RFP)

Emergency Medical Services (EMS) for Millard County, Utah

Introduction

Millard County, Utah, is seeking proposals from qualified firms to provide Emergency Medical Services (EMS) throughout the county. The purpose of this RFP is to secure reliable, professional, and sustainable EMS coverage that ensures the health and safety of residents and visitors.

In addition to 911 emergency response, the selected provider will also be responsible for ground ambulance interfacility transports within Millard County, specifically from Delta Hospital and Fillmore Hospital. These services must ensure timely and safe patient transfers between facilities. The County will honor the statutory first right of the incumbent 911 provider to continue interfacility transports, as required under Utah SB 215

Service Areas / Zones

The service area will be divided into two zones:

- **Zone 1: Greater Millard County Area**

Beginning at the intersection of the Millard/Juab county line and the Nevada state line; south to the state road 21; northeast to mile marker 1 on state road 159; south east to mile marker 43 on state road 257; south on state road 257 to the Millard/beaver county line; east following the Millard/beaver county line to the Sevier county line; north following the Millard/Sevier county line to state road 50; west to mile marker 182 on interstate 15; north to the intersection of state road 132 and the Millard/Juab county line; west following the Millard/Juab county line to the intersection of the Nevada state line.

Includes incorporated municipalities (Fillmore, Meadow, Kanosh, Holden, Delta, Hinckley, Lynndyl, Leamington, and Oak City), Paiute Indian Reservation near Kanosh and all unincorporated areas within Millard County.

- **Zone 2: Intermountain Power Plant**

The geographic boundaries of the Intermountain Power Facility in Millard County.

Proposers may submit to serve as many zones as they wish, but preference will be given to firms that demonstrate the ability to coordinate across zones and ensure countywide EMS consistency.

Cost, Quality, and Access Goals

- **Cost Goals**
 - Deliver EMS coverage that is financially sustainable for both the County and the provider.
 - Maximize use of available state/federal funding, grants, and partnerships.
 - Provide transparent billing practices for patients and payers.
 - Minimize unnecessary costs to residents while ensuring continuity of service.
- **Quality Goals**
 - Meet or exceed state and national EMS response standards.
 - Employ well-trained, licensed, and certified personnel.

- Demonstrate strong quality assurance/quality improvement programs.
- Track and report key performance metrics (response times, patient outcomes, etc.).
- Ensure patient safety through proper protocols, continuing education, and risk management.
- Access Goals
 - Provide 24/7 EMS coverage across all of Millard County, including remote areas.
 - Ensure equitable response times for all zones, recognizing rural access challenges.
 - Maintain sufficient vehicles, equipment, and facilities to serve our vast area.

Scope of Services

The selected provider(s) will be expected to:

- Provide EMS coverage in the designated zone(s) in alignment with Millard County's Cost, Quality, and Access goals.
- Maintain or contract trained and certified EMS personnel in compliance with state and federal requirements.
- Ensure timely response times and adequate staffing levels.
- Operate and maintain necessary equipment, vehicles, and facilities.
- Coordinate with local hospitals, fire departments, dispatch services, and emergency management agencies.
- Maintain at all times adequate insurance, in which Millard County is listed as an additional insured. For private insurers, the County expects at a minimum:
 - General Liability: \$1,000,000 per occurrence
 - General Annual Aggregate: \$3,000,000
 - Cyber Liability: \$1,000,000 per occurrence
 - Cyber Liability Aggregate: \$3,000,000
 - Workers Compensation: Utah statutory limits

Proposal Requirements

Proposals must include, at a minimum:

1. Organizational structure.
2. Proof of licensure and certification to provide EMS services in Utah.
3. Proposed staffing plan and qualifications of key personnel.
4. Experience providing EMS services in rural areas, particularly in Utah.
5. Proposed budget and fee schedule with a clear explanation of cost structure.
6. Explanation of how the firm will meet Millard County's Cost, Quality, and Access Goals.
7. Explanation of what equipment and facilities the firm will provide.
8. Identify billing practices and procedures.
9. Complete attached Provider Proposal Summary

Evaluation Criteria

Proposals will be evaluated on the following criteria:

- Qualifications and experience of firm (20 points)
- Ability to provide adequate staffing and resources (20 points)
- Cost-effectiveness and financial sustainability (20 points)
- Commitment to Quality goals (20 points)
- Commitment to Access goals (20 points)

Bonus Points: Proposers will receive 10 additional points if they can demonstrate that they have provided EMS services in a 5th class county in Utah for more than five (5) years.

Millard County intends to award this Proposal to the Contractor that most closely meets the criteria established in the RFP. The award is contingent upon a contract being signed.

Millard County reserves the right to cancel or withdraw the RFP; reject any or all RFPs of any part, thereof; and disregard non-conforming, non-responsive, unbalanced or conditional proposals, and to re-advertise if it is in the best interest of the County to do so

Timeline

- RFP Release Date: 08/04/2026
- Proposal Submission Deadline: 1200 hours on 08/17/2026
(no proposals will be accepted after this date)
- Anticipated Award Date: 09/01/2026

The proposals will be opened during the regularly scheduled Millard County Commission Meeting on August 18, 2026 at 10:00 a.m.

- Contract Start Date: 09/01/2026

Millard County, Utah reserves the right to accept or reject any and all proposals received as a result of this RFP, to negotiate with any qualified proposer, and to cancel this RFP at any time.

Proposers will agree to indemnify, defend, and hold harmless Millard County, its elected officials, officers, agents, employees, and volunteers from all damages, costs or expenses in law or equity, including attorney's fees, that may at any time arise or be set up because of damages to property, bodily injury, or personal injury received by reason of or in the course of providing goods or services to Millard County, which may be occasioned by any willful, negligent, or wrongful act or omission of that contracting party, any of its employees, or any subcontractors.

Please contact Lindsay Mitchell with any questions regarding the services being sought.

Lindsay Mitchell
765 S Hwy 99
Fillmore, UT 84631
435-743-5302
lmitchell@millardcounty.gov

Proposals must be submitted to the Millard County Auditor. If sent by email, such proposal shall be sent to millardbids@co.millard.ut.us with a subject line of SEALED PROPOSAL (EMS for Millard County). If sent by mail, such proposal shall be sent to 50 South Main, Fillmore, UT 84631 with a sealed envelope that indicates on the outside of the mailing "SEALED PROPOSAL (EMS for Millard County). Whether sent by mail or email, the proposals must be received by August 14th by 12:00 p.m.

Millard County EMS Provider Proposal Summary

This standardized form must accompany all EMS proposals submitted to Millard County. It enables a side-by-side comparison of provider qualifications, financial stability, service structure, and compliance with Millard County's EMS RFP goals.

1. Provider Overview

Provider Name	
Primary Contact	Name: Title: Phone: Email:
Service Area Proposed	☐ Zone 1 ☐ Zone 2
Type of Service Proposed	☐ 911 EMS ☐ Interfacility Transport
Level of Service	☐ EMT ☐ AEMT ☐ Paramedic
Years Providing EMS in Utah	
Utah EMS License Number	
Business Type	☐ Private ☐ Nonprofit ☐ Government
Medical Director/ Medical Control	Name: Affiliation: Contact:

2. Key Personnel & Organizational Structure

Operations Manager Name & Contact Please Attach Resume	Name: Contact: % Time Assigned to Millard County
Organizational Structure/Chart and Qualifications of Key Staff	☐ Organizational Chart Attached ☐ Resume of Key Personnel Attached
Backup Staffing Strategy (if primary EMS services are unavailable)	

3. EMS Experience and References

List two to three references of EMS services being provided, preferably in rural communities within Utah or neighboring states.

Agency/Client	Location	Years Served	Reference Name & Contact

4. Financial Information

Agency Line-Item EMS Operating Budget (Last 2 Years)	☐ Attached
Most Recent Audit	☐ Attached
Detailed Fee Schedule	☐ Attached
Actual Billed vs Collected Amounts for the Past 12 months of EMS Services	

5. Risk Coverage

Liability Insurance Coverage (Attach Cert)	☐ Attached
Worker's Comp Insurance (Attach Cert)	☐ Attached

6. Community Commitments & Provider Declarations

Willing to Share Quarterly Reports	☐ Yes ☐ No
Willing to Participate in Community Safety Events or Education	☐ Yes ☐ No
Willing to Train Jointly with Local Fire, Police, and Sheriff Agencies	☐ Yes ☐ No
Willing to Provide Standby Support at Community Events.	☐ Yes ☐ No

Authorized Representative I hereby certify that the information provided in this proposal is true, complete, and accurate to the best of my knowledge. I further affirm that I am authorized to submit this proposal on behalf of the organization listed.

Name:

Date:

Title:

Signature: