

CASCADE CHARTER TOWNSHIP

REQUEST FOR PROPOSALS (RFP)

Ambulance ALS Service, Mutual Aid, ALS Intercept, and BLS Transport Support Services

Issuing Agency

Cascade Charter Township Fire Department
2865 Thornhills Ave SE
Grand Rapids, Michigan 49546

Attention: Adam Magers, Fire Chief
Phone: 616-949-1320
Email: amagers@cascadetwp.com

NOTICE OF REQUEST FOR PROPOSALS

Cascade Charter Township ("Township") is soliciting sealed proposals from qualified licensed ambulance service providers for ALS Service, Ambulance Mutual Aid, ALS Intercept, EMS Dispatch Coordination, and BLS Transport Support Services.

The Township is implementing a municipal Basic Life Support (BLS) ambulance transport program beginning January 1, 2027. The Township is seeking a 2-year agreement with yearly extension options. The selected provider will serve as the Township's strategic EMS partner supporting Advanced Life Support (ALS) response, ambulance transport coordination, mutual aid coverage, dispatch integration, operational continuity, and EMS system collaboration.

All proposals must be received no later than:

Proposal Due Date

4:00 PM Local Time
August 17, 2026

Electronic proposals are preferred and may be submitted to:

amagers@cascadetwp.com

Subject Line: “BLS Mutual Aid Proposal”

Physical proposals may also be delivered to:

Cascade Charter Township
Attn: Adam Magers – BLS Mutual Aid Proposal
2865 Thornhills Ave SE
Grand Rapids, Michigan 49546

Late submissions may be rejected without review.

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1. INTRODUCTION

Cascade Charter Township is seeking proposals from experienced and qualified ambulance service providers to establish a long-term mutual aid and EMS operational partnership with the Cascade Township Fire Department.

The Township is developing a municipal BLS transport ambulance program scheduled for operational deployment on January 1, 2027. The Township seeks a collaborative EMS partner capable of supporting emergency medical operations through ALS transport capability, mutual aid response, dispatch coordination, operational integration, and system reliability.

The selected provider shall demonstrate the ability to operate effectively within the Kent County EMS system while supporting the Township's goals of:

- High-quality patient care
- Rapid and reliable emergency response
- Strong municipal partnership
- Operational accountability
- Integrated dispatch coordination
- Continuous quality improvement
- Long-term EMS system sustainability

The Township intends to establish a cooperative operational relationship that prioritizes public safety, patient outcomes, and system performance.

2. PROJECT OVERVIEW

The selected Respondent shall provide support services including, but not limited to:

- ALS ambulance response and transport services
- Mutual aid EMS response coverage
- ALS intercept capability
- EMS dispatch integration and MED-3 dispatching
- Coverage for incidents when Township transport units are unavailable
- Fireground medical standby support
- EMS training and continuing education collaboration
- Operational quality improvement participation
- EMS system planning coordination

The Township intends to maintain operational control of its municipal BLS transport program while partnering with an experienced ALS provider capable of supporting advanced EMS response needs.

3. DEFINITIONS

For purposes of this RFP, the following definitions shall apply:

ALS

Advanced Life Support services delivered by licensed paramedics under Michigan EMS regulations.

BLS

Basic Life Support services delivered by licensed EMT personnel.

MED-3 Calls

Emergency medical incidents designated for Cascade Township Fire Department BLS response and/or ambulance dispatch.

ALS Intercept

An ALS response requested to supplement or assist BLS personnel.

Mutual Aid

Emergency response assistance provided between agencies pursuant to operational agreements.

CAD

Computer Aided Dispatch system.

Response Time

The elapsed time between dispatch notification and arrival on scene.

4. SCOPE OF SERVICES

The selected Respondent shall provide the following minimum services:

4.1 ALS Ambulance Coverage

Provide ALS ambulance response and transport capability within Cascade Charter Township and surrounding mutual aid response areas as operationally appropriate.

4.2 Mutual Aid Response

Respond to emergency incidents when Cascade Township Fire Department units are unavailable, committed, or request assistance.

4.3 ALS Intercept Services

Provide ALS intercept response when requested by Cascade Township personnel.

4.4 MED-3 Dispatch Coordination

Coordinate with Kent County dispatch operations and ensure MED-3 incidents are dispatched appropriately to Cascade Township Fire Department units.

4.5 Standby Coverage

Provide EMS standby capability for:

- Structure fires
- Major incidents
- Rescue operations
- Public events when requested

4.6 Operational Coordination

Participate in:

- EMS operational meetings
- Quality assurance reviews
- Protocol development discussions
- Joint planning initiatives
- Interagency exercises

4.7 Training Collaboration

Provide opportunities for:

- Continuing education
- Clinical rotations
- Joint EMS training
- Scenario-based exercises
- Protocol education
- QA/QI collaboration

4.8 System Integration

Coordinate operational procedures to support efficient EMS deployment within the Kent County EMS system.

5. OPERATIONAL EXPECTATIONS

The Township expects the selected provider to function as a collaborative municipal EMS partner.

Respondents should address the following:

- Unit deployment strategy
- Unit-hour availability
- Peak demand coverage plans
- Backup coverage procedures
- Staffing models
- CAD integration capability
- Radio interoperability
- Response reliability
- Escalation procedures for delayed responses
- Disaster response capability
- Severe weather operations
- Mutual aid coordination procedures

Preference may be given to providers capable of maintaining reliable local deployment resources within or adjacent to Cascade Township.

6. EMS PERFORMANCE STANDARDS AND SERVICE LEVEL AGREEMENTS

6.1 Response Time Standards

Respondents shall propose measurable response time standards for:

Incident Type	Target Response Standard
Priority EMS Response	90% within TBD
ALS Intercept Requests	90% within TBD

Incident Type	Target Response Standard
Mutual Aid Coverage Requests	90% within TBD
Fireground Standby Requests	Within requested timeframe

Respondents may propose alternative standards with operational justification.

6.2 Monthly Reporting Requirements

Monthly reports shall include:

- Total call volume
- Average response times
- 90th percentile response times
- Missed calls
- Delayed responses
- Unit hour utilization
- Mutual aid activity
- Intercept statistics
- Clinical quality metrics
- Patient complaints
- Sentinel events
- Staffing shortages affecting service
- Vehicle out-of-service incidents

6.3 Quality Assurance and Performance Improvement

The selected provider shall participate in regular QA/QI meetings with Township representatives.

The Township reserves the right to require corrective action plans for:

- Chronic late responses
- Repeated unit shortages
- Dispatch failures
- Operational deficiencies
- Patient care concerns
- Communication failures

6.4 Failure to Meet Standards

Sustained failure to meet performance standards may constitute grounds for:

- Corrective action plans

- Formal review
 - Probationary status
 - Contract termination
 - Renegotiation of operational requirements
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7. DISPATCH AND COMMUNICATIONS REQUIREMENTS

Respondents shall demonstrate capability to integrate with:

- Kent County dispatch operations
- Existing EMS radio systems
- Township operational channels
- CAD interoperability requirements

The selected provider shall:

- Coordinate MED-3 dispatch procedures
- Maintain 24-hour communications capability
- Participate in communications testing
- Maintain interoperable radio equipment
- Coordinate incident notifications
- Provide escalation contacts for operational issues

Respondents shall identify:

- Dispatch center utilized
 - CAD platform
 - Dispatch staffing model
 - Quality assurance process for dispatch operations
 - Redundancy and continuity procedures
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8. TRAINING AND SYSTEM INTEGRATION

The selected provider shall support cooperative EMS training initiatives including:

- Joint EMS continuing education
- BLS/ALS integration training
- Protocol updates
- Scenario training

- MCI exercises
- Vehicle operations training
- Clinical review opportunities
- New equipment familiarization

Respondents shall identify any associated training costs.

9. REPORTING REQUIREMENTS

The selected provider shall provide monthly operational reports electronically.

Additional reporting may be requested regarding:

- Specific incidents
- Performance trends
- Clinical outcomes
- Mutual aid utilization
- Operational deficiencies
- Dispatch performance

The Township reserves the right to audit performance records associated with the agreement.

10. PROPOSAL SUBMISSION REQUIREMENTS

Respondents shall organize proposals using the following format:

Alternate Proposals (Optional)

In addition to submitting a proposal that fully responds to the requirements of this Request for Proposals (RFP), Respondents are encouraged to submit one or more alternate proposals for the Township's consideration. Alternate proposals may include innovative service delivery models, staffing approaches, deployment strategies, contract structures, pricing methodologies, or other solutions that the Respondent believes will better achieve the Township's objectives.

Any alternate proposal shall:

- Be submitted as a separate, clearly labeled section.
- Identify each deviation from the requested scope or requirements.
- Describe the operational, financial, and service-level benefits of the alternate approach.
- Include any assumptions, risks, and implementation considerations.

Submission of an alternate proposal does not relieve the Respondent of the responsibility to submit a proposal that addresses the base requirements of this RFP unless specifically stated otherwise. The Township reserves the right to evaluate alternate proposals independently, in conjunction with a conforming proposal, or to negotiate elements of an alternate proposal if determined to be in the Township's best interest.

Section 1 – Cover Letter

Include:

- Name of organization
- Primary contact information
- Statement of interest
- Signature of authorized representative

Section 2 – Organizational Overview

Provide:

- Years in operation
- Service area
- Organizational structure
- EMS licensure information
- Current municipal partnerships

Section 3 – Operational Experience

Describe:

- Experience within Kent County EMS operations
- ALS transport experience
- Dispatch integration experience
- Municipal EMS partnerships
- Mutual aid coordination experience

Section 4 – Deployment Plan

Include:

- Unit locations
- Staffing model
- Coverage plans

- Backup plans
- Peak-demand staffing

Section 5 – Dispatch Integration Plan

Describe:

- CAD integration capability
- MED-3 dispatch process
- Communications interoperability
- Dispatch QA/QI process

Section 6 – Performance Standards

Provide:

- Proposed response time standards
- Reporting capabilities
- QA/QI procedures
- Operational accountability measures

Section 7 – Training and Collaboration

Describe:

- Continuing education opportunities
- Joint training capability
- Clinical integration opportunities

Section 8 – Financial Proposal

Provide detailed costs if applicable, including:

- Service fees
- Dispatch costs
- Standby costs
- Equipment/interface costs
- Subscription models
- Training costs
- Revenue sharing proposals if applicable
- Other fees not listed, if any

Section 9 – Insurance Documentation

Provide certificates or proof of insurability.

Section 10 – References

Provide at least three municipal or EMS system references.

11. MINIMUM QUALIFICATIONS

Respondents must meet the following minimum qualifications:

11.1 Licensing

Must be licensed to provide ambulance services within the State of Michigan and authorized to operate within Kent County.

11.2 Experience

Must demonstrate substantial experience in:

- ALS ambulance transport
- EMS dispatch coordination
- Municipal EMS operations
- Mutual aid response systems

11.3 Financial Stability

Must demonstrate adequate financial capability to support uninterrupted operations.

11.4 Regulatory Compliance

Must maintain compliance with:

- Michigan EMS regulations
 - Federal EMS requirements
 - HIPAA requirements
 - OSHA requirements
 - Kent County operational requirements
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12. INSURANCE REQUIREMENTS

The selected Respondent shall maintain insurance coverage acceptable to the Township including:

Commercial General Liability

Minimum limits:

- \$1,000,000 per occurrence
- \$2,000,000 aggregate

The Township, its officials, employees, boards, commissions, authorities, and volunteers shall be named as additional insured.

Workers Compensation

Coverage meeting Michigan statutory requirements.

Automobile Liability

Minimum combined single limit:

- \$1,000,000 each accident

Professional Liability

Minimum coverage:

- \$1,000,000 per claim

Cancellation Notice

Policies shall provide not less than thirty (30) days notice of cancellation.

The Township reserves the right to request complete copies of all insurance policies.

13. LEGAL AND REGULATORY COMPLIANCE

The selected Respondent shall comply with all applicable:

- Federal laws
- State laws
- Local ordinances
- EMS regulations
- HIPAA requirements
- OSHA standards
- Michigan Department of Health and Human Services regulations
- Kent County Medical Control Authority policies

The selected Respondent shall indemnify and hold harmless Cascade Charter Township, its officers, employees, agents, volunteers, and representatives from claims arising from negligent acts or omissions of the Respondent.

14. CONTRACT TERM

The Township anticipates entering into an initial agreement term of two (2) years beginning January 1, 2027.

The agreement may include renewal options upon mutual agreement.

The Township reserves the right to terminate the agreement:

- For cause
 - For non-performance
 - For operational necessity
 - For regulatory violations
 - For convenience with appropriate notice
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15. RESERVATION OF RIGHTS

The Township reserves the right to:

- Reject any or all proposals
- Waive irregularities
- Request additional information
- Negotiate terms
- Cancel or reissue the RFP
- Select the proposal deemed most advantageous
- Conduct investigations regarding Respondent qualifications

This RFP does not obligate the Township to award a contract.

16. PROPOSAL TIMELINE

Milestone	Date
RFP Issued	July 31, 2026
Questions Due	August 7, 2026

Milestone	Date
Proposal Deadline	August 17, 2026
Board Review	September 2026
Contract Negotiation	Fall 2026
Program Implementation	January 1, 2027
