Mount Holly Township

COUNTY OF Burlington, STATE OF NEW JERSEY

REQUEST FOR PROPOSALS

EMERGENCY MEDICAL SERVICES (EMS)

PROPOSAL SUBMISSION DEADLINE: December 15, 2026 at 10:00 a.m.

SUBMISSION LOCATION: Township of Mount Holly Municipal Building, 23 Washington Street, Mount Holly, New Jersey 08060

CONTRACTING UNIT: Mount Holly Township, Burlington County, New Jersey

1. NOTICE TO RESPONDENTS

Mount Holly Township, County of Burlington, State of New Jersey (hereinafter referred to as the "Township"), is soliciting proposals from qualified and experienced emergency medical services providers to furnish Emergency Medical Services (EMS) within the Township of Mount Holly.

This Request for Proposals (RFP) is being issued pursuant to the New Jersey Local Public Contracts Law, N.J.S.A. 40A:11-1 et seq., including the competitive contracting provisions of N.J.S.A. 40A:11-4.1(f), which authorize the use of competitive contracting for emergency medical services.

The purpose of this solicitation is to obtain proposals from qualified providers capable of delivering reliable, professional, and comprehensive emergency medical services to Township residents, visitors, and individuals requiring emergency medical assistance within the Township's jurisdiction.

The Township intends to enter into a contractual relationship with a qualified EMS provider that demonstrates the ability to provide appropriate staffing, equipment, ambulance availability, emergency response capabilities, and quality patient care.

The Township reserves the right to award a contract to the respondent whose proposal is determined to be most advantageous to the Township, taking into consideration all evaluation criteria set forth in this RFP.

2. BACKGROUND AND PURPOSE

Mount Holly Township is seeking proposals for the provision of emergency medical services to ensure the health, safety, and welfare of its residents and visitors.

The Township desires to establish an EMS service arrangement that provides dependable emergency response, qualified medical personnel, properly equipped ambulances, appropriate dispatch coordination, and continuity of service.

The Township is seeking a provider with demonstrated experience in delivering emergency medical services in a municipal or comparable service area.

The successful respondent shall provide services in accordance with all applicable federal, state, county, and local laws, regulations, licensing requirements, and medical protocols.

3. SCOPE OF SERVICES

The successful respondent shall provide emergency medical services within Mount Holly Township in accordance with the requirements established by the Township.

A. Emergency Medical Response

The provider shall furnish emergency medical response services for calls originating within the Township, including but not limited to:

1. Medical emergencies.
2. Motor vehicle accidents.
3. Cardiac and respiratory emergencies.
4. Trauma-related incidents.
5. Falls and injuries.
6. Other incidents requiring emergency medical assistance.

B. Ambulance Availability

The respondent shall identify the number and type of ambulances proposed to serve the Township. The proposal shall specify:

7. Number of ambulances available for service.
8. Whether ambulances will be dedicated to the Township or shared with other municipalities.
9. Location of ambulance staging facilities.
10. Availability of backup ambulances.
11. Procedures for replacing vehicles taken out of service.
12. Procedures for responding to simultaneous emergency calls.

The Township reserves the right to establish minimum ambulance availability requirements during contract negotiations and final contract development, consistent with the solicitation and applicable law.

C. Staffing and Qualifications

The provider shall supply appropriately trained, licensed, and certified personnel necessary to provide the proposed services. The proposal shall include:

13. Staffing levels and shift schedules.
14. EMT and paramedic certifications, as applicable.
15. Personnel training and continuing education programs.
16. Supervisory structure.
17. Background screening procedures.
18. Policies regarding employee conduct and patient confidentiality.
19. Procedures for maintaining adequate staffing during vacations, sick leave, and other absences.

All personnel shall maintain the credentials and certifications required by applicable New Jersey laws and regulations.

D. Dispatch and Communications

The provider shall coordinate emergency medical responses with the appropriate emergency communications and dispatch agencies serving the Township. The respondent shall describe:

20. Its dispatch and communications capabilities.
21. Procedures for receiving and responding to emergency calls.
22. Coordination with Burlington County dispatch, Township Police, fire departments, and other emergency response agencies.
23. Communications equipment and interoperability.

24. Procedures for handling multiple simultaneous incidents.
25. Procedures for notifying the Township of significant service disruptions.

E. Equipment and Vehicles

All ambulances shall be properly maintained, inspected, insured, and equipped in accordance with applicable New Jersey requirements. The respondent shall provide information regarding:

26. Ambulance makes, models, and years.
27. Vehicle maintenance and inspection schedules.
28. Medical equipment and supplies.
29. Emergency communications equipment.
30. Infection control and sanitation procedures.
31. Replacement and backup vehicle availability.

F. Patient Care and Medical Oversight

The provider shall maintain appropriate medical oversight and quality assurance programs. The provider shall describe its procedures for:

32. Medical direction and clinical supervision.
33. Patient care documentation.
34. Quality assurance and quality improvement.
35. Incident review and corrective action.
36. Patient complaints.
37. Compliance with applicable patient privacy requirements, including HIPAA.

G. Reporting Requirements

The successful provider shall submit monthly reports to the Township Administrator or designated Township representative. Reports shall include, at a minimum:

- Total emergency calls received.
- Total calls responded to.
- Total patient transports.
- Calls by incident category.
- Response times.
- Calls resulting in no transport.
- Ambulance availability and staffing levels.
- Equipment or vehicle failures.
- Complaints and service-related incidents.
- Corrective actions taken.
- Other information reasonably requested by the Township.

The Township reserves the right to request additional information reasonably necessary to monitor contract performance.

4. MINIMUM QUALIFICATIONS

Respondents must demonstrate that they possess the qualifications, experience, personnel, equipment, and financial resources necessary to perform the required services.

At a minimum, respondents shall:

38. Be legally authorized to conduct business in the State of New Jersey.
39. Possess all licenses, permits, certifications, and approvals required to provide the proposed EMS services.

40. Have demonstrated experience providing emergency medical services.
41. Maintain adequate staffing and supervisory personnel.
42. Maintain properly equipped and insured ambulance vehicles.
43. Maintain appropriate general liability, professional liability, automobile, and workers' compensation insurance.
44. Demonstrate the financial ability to fulfill the proposed contractual obligations.
45. Provide at least three professional references from comparable EMS service arrangements, if available.

The Township reserves the right to verify all information submitted and to reject proposals from respondents that fail to demonstrate the ability to perform the required services.

5. PROPOSAL SUBMISSION REQUIREMENTS

All proposals must be submitted to Township Clerk, Sherry Marnell at 23 Washington Street, Mount Holly, New Jersey 08060.

PROPOSALS MUST BE RECEIVED NO LATER THAN: Tuesday, December 15, 2026 at 10:00am in the Township of Mount Holly Municipal Building located at 23 Washington Street, Mount Holly, New Jersey 08060.

Late proposals shall not be considered unless otherwise permitted by applicable law.

Respondents shall submit the following information:

A. Company Information

- Legal name of company or organization.
- Business address.
- Telephone number and email address.
- Name and title of authorized representative.
- Type of business organization.
- Years in operation.
- New Jersey Business Registration Certificate.
- Description of company ownership and management.

B. Experience and Qualifications

- Description of EMS experience.
- List of municipalities and agencies currently served.
- Description of comparable contracts.
- Qualifications of management and supervisory personnel.
- Copies of applicable licenses and certifications.
- Three references, if available.

C. Proposed Operations

- Description of proposed EMS service model.
- Proposed ambulance locations and availability.
- Number of ambulances and backup vehicles.
- Staffing plan and shift schedules.
- EMT and paramedic qualifications.
- Dispatch and communications arrangements.
- Response-time capabilities.
- Quality assurance program.
- Contingency and disaster response plans.

D. Financial Proposal

Respondents shall submit a detailed financial proposal identifying all costs associated with providing the proposed services. The financial proposal shall identify:

46. Annual contract price, if applicable.
47. Monthly payment requirements, if applicable.
48. Per-call or per-transport charges, if applicable.
49. Patient billing and insurance collection arrangements.
50. Additional charges or fees.
51. Equipment and vehicle costs.
52. Proposed annual increases, if any.
53. Any financial contribution or subsidy requested from the Township.

All proposed costs must be clearly identified. The Township will not be responsible for expenses that have not been expressly included in the resulting contract.

E. Insurance and Legal Documentation

- Certificate of insurance.
- $1,000,000 per occurrence of general liability.
- $2,000,000 in the aggregate of general liability.
- Applicable professional and organizational licenses.
- New Jersey Business Registration Certificate.
- Completed ownership disclosure forms, as applicable.
- Non-Collusion Affidavit.
- Disclosure of Investment Activities in Iran, as applicable.
- Disclosure of any suspension, debarment, or pending material litigation affecting the respondent's ability to perform.
- Any other documents required by the Township or applicable New Jersey law.

6. CONTRACT TERM

The anticipated contract term shall be up to two (2) years, subject to the applicable provisions of N.J.S.A. 40A:11-15 and approval by the Township's governing body.

The anticipated commencement date shall be January 1, 2027.

Any contract awarded shall contain all required statutory provisions, including applicable annual appropriation and funding provisions.

7. EVALUATION AND SELECTION CRITERIA

Proposals will be reviewed and evaluated by an evaluation committee designated by the Township.

The evaluation shall be based upon the criteria established in this RFP and the applicable provisions of the New Jersey Local Public Contracts Law.

Evaluation Criteria	Points
Experience and qualifications of respondent	15
Proposed EMS operations and service capabilities	20
Ambulance availability and geographic coverage	15
Staffing, training, and personnel qualifications	10
Response-time capabilities and reliability	15
Quality assurance and patient care programs	10

Financial proposal and overall cost	15
TOTAL	100

The evaluation committee may request clarification of information submitted, conduct interviews, and seek additional information as permitted by law and the RFP.

The Township shall prepare a written evaluation report documenting its review and recommendation.

The contract shall be awarded to the respondent whose proposal is determined to be most advantageous to the Township based upon the established evaluation criteria.

The Township is not required to award the contract to the respondent submitting the lowest price.

8. GENERAL CONDITIONS

A. Reservation of Rights

The Township reserves the right to:

54. Reject any or all proposals.
55. Waive minor informalities or non-material defects where permitted by law.
56. Request clarification of submitted information.
57. Verify references and qualifications.
58. Investigate the qualifications and experience of any respondent.
59. Cancel this solicitation when determined to be in the best interests of the Township.
60. Award the contract in accordance with applicable law and the evaluation criteria established herein.

B. No Guarantee of Calls

The Township does not guarantee any minimum number of emergency calls, patient transports, or service requests unless expressly established in the final contract.

C. Independent Contractor

The successful respondent shall operate as an independent contractor and shall be responsible for its employees, personnel, equipment, vehicles, taxes, insurance, and operating expenses.

Nothing in the resulting agreement shall be construed to create an employer-employee relationship between the Township and the provider or its personnel.

D. Compliance with Laws

The successful respondent shall comply with all applicable federal, state, county, and local laws, ordinances, rules, and regulations governing emergency medical services.

E. Indemnification

The successful respondent shall indemnify and hold harmless the Township of Mount Holly, its governing body, officers, employees, and agents from claims, damages, losses, and expenses arising out of the respondent's negligent acts, errors, omissions, or misconduct in performing the contract, to the extent permitted by law and as provided in the final agreement.

F. Insurance

The successful respondent shall maintain insurance coverage in amounts and forms acceptable to the Township and its insurance professionals. Specific insurance limits and endorsements shall be established in the final contract.

G. Confidentiality

The provider shall maintain the confidentiality of patient records and other protected information in accordance with applicable federal and state privacy laws.

H. Termination

The Township shall reserve the right to terminate the agreement for material breach, failure to meet service requirements, failure to maintain required licenses or insurance, or other grounds established in the final contract.

The agreement shall also address termination for convenience, if approved by the Township.

10. CONTRACT AWARD

Following the evaluation process, the evaluation committee shall prepare a written report containing its findings and recommendation.

The report and proposed award shall be presented to the Mayor and Township Council for consideration.

Any contract award shall be subject to approval by resolution of the Township Council and execution of a written agreement approved by the Township Attorney.

The Township shall comply with all applicable public notice, evaluation report availability, award, and publication requirements under N.J.S.A. 40A:11-4.1 et seq. and other applicable law.

11. PROPOSAL CERTIFICATION

Each respondent shall certify that:

61. The proposal is submitted independently and without collusion.
62. The information submitted is true and accurate.
63. The respondent has reviewed and understands the requirements of this RFP.
64. The respondent has the authority and capacity to enter into the proposed agreement.
65. The respondent agrees to comply with all applicable laws and regulations.

RESPONDENT: _____

AUTHORIZED REPRESENTATIVE: _____

TITLE: _____

SIGNATURE: _____

DATE: _____

Mount Holly Township

COUNTY OF BURLINGTON, NEW JERSEY