



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

201 E. Main Suite 600 El Paso, TX 79901

(915) 887-3410

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ADDENDUM I

To: All Interested Proposers

From: Emergence Health Network, Procurement Team

Date: April 6, 2026

Subject: **Ambulance Services RFP # 26-003 Addendum I**

This addendum, containing the following revisions, additions, deletions, and/or clarifications, is hereby made a part of the documents for the above mentioned Request for Proposal. Proposers shall take this Addendum into consideration when preparing and submitting their response to this solicitation.

To all prospective bidders, please note the following changes and clarifications:

1. The General Requirements are changed as follows:

OBJECTIVES/SCOPE (page 3) The selected provider will be responsible for providing ~~both emergency and~~ non-emergency medical transportation for individuals served by the Crisis and Emergency Services Program and Diversion Center.

Locations (page 4) Transportation – transportation that is to be provided, on a non-emergency ~~and emergency~~ basis, between any of the EHN locations listed below, additional locations may be added as necessary:

- 1601 E Yandell Dr, El Paso, Texas 79903
- 1600 Montana Ave., El Paso, Texas 79903

III. Hours / Areas of Coverage/Response Time (page 5) ~~For emergency transports requests, the contractor is expected to respond in a timely and reliable manner. Average response times should average eight (8) to twelve (12) minutes, not exceeding fifteen (15) minutes under normal operating conditions.~~

Response Time Performance (page 32)

- ~~What is your average response time for emergency and urgent transports in areas similar to our service location?~~
- What is your typical response time for non-emergency transports?
- How do you prioritize calls originating from all your contracted facilities?
- Describe contingency plans for periods of high call volume or vehicle/personnel shortage.

Dispatch & Communications (page 32)

- ~~Describe how the Contractor will arrange for the appropriate dispatch of all emergency resources, either internally or with an outside contractor, at the expense of the Contractor.~~

- Describe how the Contractor will maintain communications with ambulances and field personnel.
- Describe how the Contractor will ensure redundancy/back-up of dispatch communications in the event of a manmade or natural disaster affecting primary dispatch location/services.

Pricing and Billing (page 32)

- Provide your pricing structure for ~~emergency, and~~ non-emergency transport.
- Do you offer flat-rate, bundled or contracted service pricing?
- Explain your billing practices, including coordination with Medicaid, Medicare, private insurances, or self-pay individuals.
- Are there any additional fees for after-hours, holidays or mileage?

2. The deadline for submission of proposals has been extended as follows:

VENDOR SUBMISSION DEADLINE:

Notice to Interested Parties

Sealed Proposals, if mailed please mail to: Emergence Health Network, Attention: Purchasing Department, 201 E. Main Suite 600, El Paso, Texas 79901 by ~~March 31, 2026~~ April 30, 2026 before 3:00 P.M. MST ("Submission Deadline") Proposals can also be emailed; email attachments shall not exceed ~~150~~ 25 MB per email. Email to: RFP@ehnel Paso.org prior to Submission Deadline.

Corporate address:

EMERGENCE HEALTH NETWORK

201 E. Main Suite 600

El Paso, TX 79901

(915) 887-3410

Attention: Purchasing Department

Proposals must be in a sealed envelope and the subject line of the email must state:

"Ambulance Services RFP #26-003"

Response & Communication Protocols

Do not contact the requesting department. Any questions or additional information required by interested vendors must be emailed to: bidquestions@ehnel Paso.org before 3:00 P.M. MST ~~March 9, 2026~~ April 15, 2026 (Q & A Period Closes") Solicitation number and title must be on the "Subject Line" of the email. Attempts to circumvent this requirement may result in rejection of the proposal as non-compliant.

Kristen Daugherty