This document was supported by the Centers for Medicare & Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling $185,974,367.81 with 100 percent funded by CMS/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CMS/HHS, or the U.S. Government.

Request for Qualifications (RFQ) for Technical Assistance and Administrative Support Contractor - Idaho Rural Health Transformation Program (RHTP) – Emergency Medical Services (EMS)

ISSUING AGENCY: Idaho Department of Health and Welfare (DHW)
PROGRAM PARTNER: Idaho Military Division, Idaho Bureau of Emergency Medical Services (IMD/BEMS)

1. Purpose

DHW in collaboration with IMD/BEMS invites Statements of Qualifications (SOQs) from qualified individuals or firms to provide technical expertise, programmatic assistance, and administrative support related to the implementation of the RHTP grant.

The selected contractor(s) will support the IMD/BEMS in strengthening rural EMS and emergency communications systems, advancing RHTP grant objectives, coordinating stakeholders, supporting implementation activities, and ensuring timely and accurate completion of required administrative, reporting, and technical deliverables.

2. Idaho's Rural Health Transformation Program (RHTP)

DHW serves as the lead agency for administering the RHTP grant funding award for the state of Idaho (ID) DHW is committed to removing barriers to treatment, improving health outcomes, and promoting patient-centered care. As the grant recipient, DHW serves as the lead agency and pass-through entity for the Rural Health Transformation Program (RHTP) grant awarded to the State of Idaho. In this role, DHW is responsible for administering the grant, ensuring compliance with all applicable state and federal requirements, and overseeing the distribution of RHTP funds to participating subgrantees in alignment with the projects awarded by Centers for Medicare & Medicaid Services (CMS). DHW will fund and execute the contract(s) awarded from this RFQ. This distribution is carried out in accordance with both state and federal regulations, specifically procurement rules, to facilitate the execution of RHTP work. The state's RHTP is a critical mechanism to advance a sustainable, data-driven model of care that enhances access, quality, and outcomes.

RHTP is a multi-year strategic plan including five (5) major initiatives designed to strengthen rural health systems, increase access to care, enhance quality outcomes, expand workforce capacity, and promote financial sustainability. These initiatives address CMS' strategic goals for this grant to transform healthcare for residents in the state's rural areas.

3. Background

Idaho's rural communities face unique challenges in maintaining accessible, sustainable, and high-quality emergency and rural health services. Effective implementation of the RHTP will require coordination among state agencies, EMS organizations, rural health providers, local governments, community partners, and other stakeholders.

The contractor, will provide subject-matter expertise and administrative capacity to assist the IMD/BEMS with planning, implementation, monitoring, documentation, and continuous improvement activities associated with the following RHTP initiatives:

Initiative 1: Improving rural access to care through technology - Emergency communication systems implementation and enrollment.

Initiative 2: Ensuring accessible, quality care through innovative models - EMS expansion, workforce stabilization, and health extenders.

4. Anticipated Scope of Services

The selected contractor may be responsible for the following activities:

a) **Technical and Programmatic Support**
   i) Provide technical expertise related to EMS systems, emergency communications systems, rural health delivery, and rural emergency care.
   ii) Assist with development and implementation of EMS and rural health initiatives supported by the grant.
   iii) Review existing programs, processes, policies, and operational practices and recommend improvements.
   iv) Assist with development of technical guidance, program standards, workflows, and implementation plans.
   v) Provide subject-matter support to state, regional, and local EMS and rural health partners.
   vi) Identify barriers to implementation and assist in developing practical solutions.
   vii) Support data-driven program planning and performance improvement.

b) **Grant Administration and Compliance**
   i) Assist with implementation of grant activities, timelines, milestones, and deliverables.
   ii) Maintain grant-related documentation and records.
   iii) Assist with preparation of required progress reports, performance measures, expenditure documentation, and other grant materials.
   iv) Monitor project activities against approved work plans and grant requirements.
   v) Assist with identifying and documenting risks, delays, corrective actions, and changes in scope.
   vi) Support preparation for monitoring activities, audits, and grant reviews.
   vii) Coordinate with fiscal and program staff to ensure grant activities and expenditures are appropriately documented.

c) **Project Management and Coordination**
   i) Maintain project work plans, schedules, task assignments, and deliverable tracking.
   ii) Coordinate meetings, workgroups, stakeholder sessions, and implementation activities.
   iii) Prepare agendas, meeting materials, minutes, action-item logs, and follow-up communications.
   iv) Track decisions, assignments, deadlines, and outstanding issues.
   v) Provide regular status updates to designated agency leadership.
   vi) Facilitate communication among EMS, rural health, governmental, community, and other project partners.

d) **Data, Reporting, and Evaluation Support**
   i) Assist with collection, organization, validation, and analysis of program data.
   ii) Participate in program evaluation activities with the Department of Health and Welfare's Rural Health Transformation Program Data Analytics and Evaluation Contractor.
   iii) Develop or maintain dashboards, tracking tools, spreadsheets, and other reporting mechanisms.
   iv) Assist in monitoring performance indicators and grant outcomes.
   v) Prepare summaries, reports, presentations, and other materials for agency leadership and stakeholders.
   vi) Support evaluation and continuous quality-improvement activities.

e) **Communications and Stakeholder Engagement**
   i) Assist with development of stakeholder communications and informational materials.
   ii) Support outreach to rural EMS agencies, healthcare organizations, local governments, and community partners.
   iii) Help coordinate statewide or regional meetings and engagement activities.
   iv) Translate technical and grant requirements into clear, actionable information for stakeholders.

f) **Administrative Support**
   i) Provide day-to-day administrative and project coordination support.
   ii) Organize electronic and physical project records.
   iii) Maintain calendars, meeting schedules, contact lists, and project documentation.
   iv) Assist with procurement, contracts, invoices, and other administrative processes as requested.
   v) Support preparation of presentations, briefing materials, correspondence, and other agency documents.

5. Qualifications and Contractor Capabilities

a) **Minimum Responsiveness Requirements**
   i) Submit a complete SOQ by the deadline in the required format.
   ii) Identify the individual or firm and personnel proposed to perform the services.
   iii) Demonstrate the capacity to provide timely written work, maintain confidential information, attend virtual and in-person meetings, and travel within Idaho as needed.
   iv) Disclose actual or potential conflicts of interest.

b) **Preferred Qualifications**
   i) Experience with EMS operations, emergency communications (particularly Next Generation 911), rural health delivery, and Idaho's EMS environment.
   ii) Experience supporting state or federal healthcare grants, compliance, reporting, performance management, or audits.
   iii) Demonstrated program/project management, public-sector administration, data reporting, facilitation, and stakeholder engagement.
   iv) Experience developing procedures, technical guidance, and implementation plans across geographically dispersed communities.
   v) Bachelor's degree or equivalent professional experience in a related field; advanced education or relevant certifications are advantageous.

6. Deliverables

Specific deliverables will be established through the final scope of work and may include:

- Project implementation plans and schedules.
- Grant work plans and milestone trackers.
- Monthly or quarterly progress reports.
- Grant performance and outcome reports.
- Meeting agendas, minutes, and action-item logs.
- Stakeholder engagement materials.
- Technical guidance and program recommendations.
- Data summaries and dashboards.
- Grant compliance documentation.
- Briefing materials and presentations.
- Policies, procedures, templates, and other operational tools.
- Other products reasonably necessary to support successful implementation of RHTP-EMS activities.

7. Term and Level of Effort

The anticipated contract term is January 15, 2027 through September 30, 2027, with the possibility of extension subject to funding, performance, and applicable procurement requirements.

The anticipated level of effort is approximately 40 hours per week. The agency may adjust the level of effort based on project needs and available grant funding.

8. Location and Travel

Work will be performed at designated state offices (Gowen Field, Boise, ID), or at other locations identified by IMD.

The contractor should anticipate significant travel within Idaho for stakeholder meetings, site visits, trainings, regional meetings, or other grant-related activities. Travel reimbursement, if applicable, will be subject to the terms of the resulting contract and applicable state requirements.

9. Statement of Qualifications – Required Content

Respondents shall submit a clearly organized, thorough, yet succinct SOQ containing the following sections in the order shown. Do not include a price proposal.

a) **Cover Letter** – A brief statement of interest and availability.
b) **Relevant Qualifications and Experience** – Description of relevant experience, particularly in emergency communications, EMS, rural health, grant administration, and comparable public-sector projects.
c) **Technical Approach** – Proposed approach to providing the requested technical and administrative support.
d) **Project Team** – Identification, resumes, and qualifications of key personnel who will perform the work.
e) **Availability and Capacity** – Anticipated availability and ability to meet project deadlines.
f) **Work Location and Travel** – Ability to provide remote and/or in-person support and anticipated travel capacity.
g) **References** – At least three professional references for comparable work.
h) **Conflict of Interest Disclosure** – Identification of any actual or potential conflicts of interest.

10. Evaluation Considerations

Qualifications Statements will be ranked based on qualifications and evaluated on the basis of the following:

Criterion	Points
EMS, rural health, and emergency communications experience	25
Grant administration, compliance, and reporting experience	20
Technical approach and understanding of RHTP needs	20
Key personnel qualifications and availability	15
Project management, stakeholder coordination, and data capabilities	10
Comparable past performance and references	10
TOTAL	100

A selection committee appointed by IMD will evaluate qualification statements and make recommendations to DHW. DHW will develop a short list of the five top ranked respondents. DHW will seek to negotiate a contract, by presenting a detailed scope of work, fee schedule, etc. with the top ranked respondent(s). If unable to reach an agreement with a vendor, DHW will terminate negotiations and commence negotiations with the second-ranked respondent, and so forth. IMD and DHW expect to evaluate proposals and provide written notification of the short-listed firms within 30 days of receipt of proposals. Final award is contingent upon the successful negotiation of a contract. The contents of the proposal may be used in a legal contract or agreement. Proposers should be aware that methods and procedures proposed could become contractual obligations. The State reserves the right to reject any or all proposals received as a result of this request.

11. Submission

Proposals should be submitted electronically to the RFQ Point of Contact:

Kaycee Alvarado
Senior Administrative Assistant
Idaho Military Division, Bureau of EMS
Kaycee.Alvarado@dhw.idaho.gov
(208)334-4000

Subject line: Rural Health Transformation Grant – EMS Technical Expert and Administrative Support Proposal

Submission Deadline: 15 December, 2026

Anticipated Selection Date: 31 December, 2026

Anticipated Contract Start Date: As soon as practical (see 13 below)

General Information, Solicitation Instructions, and Standard Terms and Conditions
This solicitation is issued by DHW. The RFQ Point of Contact is the only contact for this Solicitation. All correspondence must be in writing. In the event that it becomes necessary to revise any part of this RFQ, addenda will be posted on the DHW RHTP webpage (https://healthandwelfare.idaho.gov/providers/rural-health-transformation-program-grant/about-rural-health-transformation-program-grant). It is the responsibility of parties interested in this RFQ to monitor the DHW RHTP webpage for any updates or amendments. Any oral interpretations or clarifications of this RFQ must not be relied upon. All changes to this RFQ will be in writing and must be posted to the DHW RHTP webpage to be valid.

Issuance of this solicitation does not obligate DHW or the IMD/BEMS to award a contract or reimburse respondents for costs incurred in preparing a response.

DHW reserves the right to modify, clarify, or withdraw this solicitation; request additional information; negotiate with one or more respondents; reject any or all proposals; or take other actions permitted under applicable Idaho procurement requirements.

Any resulting contract will be subject to applicable state and federal laws, regulations, grant requirements, and contracting policies.

12. Desired Start

DHW anticipates beginning services as soon as practicable following completion of the applicable procurement and contracting process. The selected contractor should be prepared to begin work promptly and participate in an initial project orientation and transition period.

The Idaho Department of Health and Welfare and Idaho Military Division look forward to receiving proposals from qualified professionals and firms with the expertise, flexibility, and commitment necessary to support Idaho EMS and the successful implementation of RHTP initiatives.