



FAQ – Procurement for Ground Ambulance Services

Emergency Health Services - Alberta

Q. What is the communication plan for advising the public of these changes? Will there be any consultation?

EHS- Alberta issued a news release to all provincial media with ground ambulance strategy details for the public. Future communications will be done in respect of, and in alignment with, the processes of the EHS ground ambulance strategy.

Q. What service-level components can be provided to help define a future contract?

- Performance standards
- Coverage expectations
- Any differentiators that would materially affect cost or delivery

EHS desires to enter into agreements with strong performance based foundations that reflect compliance with contractual obligations, and meeting the KPI's of ground ambulance service provision. These will be discussed at the time that the agreement is being negotiated, and we would be interested in hearing your feedback on how performance standards and KPI's could be considered.

Q. What is meant by a “long-term agreement”?

A long term agreement will be a 5 year term, with an option for a single 5 year renewal.

Q. Can we get the EHS benchmark costs for Sole Source agreements?

EHS will not be sharing benchmark costing at this time. For not-for-profit services benchmarked against 90% of EHS cost, this was an internal evaluative process used to guide decision making. Benchmark costing was shared with integrated municipalities as they are being asked to make a decision for funding at this cost, and are unable to make that decision without the information.

Q. Is the above 90% of EHS benchmark costs based on actual expenses reported or on current funding or other?

The above 90% of EHS benchmark is compared to current funding.

Q. As part of the new agreement will we retain the billing revenue?

There is no material update at this time. Any changes to terms and conditions of the agreement, and revenue considerations will be released at a later date, in the form of a new agreement draft.

Q. What service delivery model is being proposed going forward?

- Same service delivery model as current?
- A mixed model (e.g., ALS /BLS)?
- Any anticipated changes in service scope or expectations?

As stated above, resourcing through this process will remain unchanged from current service levels. As demand changes and need for resource change and growth is identified, agreements can be amended to update resourcing, through a negotiated and mutually agreed upon process.

Q. If we no longer have an agreement with EHS, will EHS assume ownership of control of any assets such as ambulances?

If a service partner no longer has an agreement with EHS, EHS may choose to exercise its rights to purchase funded capital in accordance with the terms and conditions of the current agreement.

Q. Will you be providing a list of communities going to RFP?

At this time 40 communities have been identified in the RFP process. This number may be subject to change. A specific list of communities will be available at a later date and in accordance with the principals of the RFP process.

Q. How will we be impacted if we've never participated in an RFP before?

Feedback has been requested from all providers on the RFP process and how it might help inform the process.

Q. Will EHS bid on services included in the RFP?

EHS will not be a part of the competitive RFP process.

Q. Will we be able to bid on other communities to provide service to?

Yes. Services in communities that are a part of the RFP process will be available to bid on through a competitive process

Q. What is the closing date of the RFP?

Specific details about the RFP (such as closing date), will be released at a later date. Please ensure you provide your feedback on what you think should be included in the RFP process.

Q. What evaluation process will you be using in the RFP?

Specific details about the RFP (such as evaluation process), will be released at a later date. Please ensure you provide your feedback on what you think should be included in the RFP process.

Q. Will we have to worry about bidding on a larger area or smaller area?

Specific details about the RFP (such as geography/groupings), will be released at a later date. Please ensure you provide your feedback on what you think should be included in the RFP process.

Q. Will any EHS direct delivery sites be included in the RFP areas?

No. At this time all sites included in the RFP are a part of expiring contracted ground ambulance agreements.

Q. If the new long-term agreement is signed before the extension. Will those terms come into effect?

New agreements are intended to be completed between April and September of 2027. The earliest effective date would be April 1 of 2027.

Q. Is the intent of the extension to give an additional year specifically to allow negotiations to begin in September?

The intent of the extension is to ensure that ground ambulance service provision is maintained while the new long-term agreement is negotiated. Negotiations are intended to begin in alignment with the RFP process.

Q. When would negotiations for the five-year agreement begin?

Negotiations are intended to begin in Summer of 2026. In alignment with the RFP process.

Q. Are you looking to align all contract start dates?

Timing like this would not be feasible. New agreements are intended to take effect between April and September of 2027.