



**Clark County Arkansas**



**RESPONSE FOR QUALIFICATIONS: EMERGENCY MEDICAL SERVICES**

**AUGUST 7, 2025**

VALOR EMERGENCY MEDICAL SERVICES, LLC  
1021 N 10<sup>TH</sup> ST  
ARKADELPHIA, AR 71923  
870-464-1088



## **Executive Statement**

On behalf of Valor Emergency Medical Services, LLC (Valor EMS), I am honored to submit this proposal for the Clark County and Respective Cities' Emergency Medical Services Response for Qualifications.

For the last 21 years, I have worked in and around the Clark County 911 – Emergency Medical Services system. This journey began in July of 2004 when I was hired by Tom Tobin to dispatch 911 ambulances for Baptist Health. For the last 21 years, I've committed to serving the communities of our county and region, with the best pre-hospital and inter-facility medical care that I could. During this time, I've been privileged to work with multiple different ground and air medical operations, in different positions, gaining a vast amount of knowledge and experiences in multiple areas of operations including 911 ambulance dispatcher, EMT, ground Paramedic, Paramedic Field Training Officer, Paramedic Operations Supervisor, Flight Paramedic, Emergency Registered Nurse, Certified Flight Nurse, Rotor-Wing Base Manager for a large air-medical medical provider as well as co-founder and C.E.O. of Valor EMS. Due to my career experiences, specifically in and around Clark County Arkansas, I have a solid understanding of the emergency medical operations and needs of this area and believe that Valor EMS is able to efficiently meet or exceed them.

Valor EMS was organized on July 5, 2022, in Arkadelphia, AR with a mission to serve the residents our communities with compassionate care and a commitment to bring the highest level of medical care. This mission remains our biggest focus today more than ever before. For the last 3 years, we have been able to serve in your county and cities, responding to 911 calls and caring for your residents. Although we have not been the primary 911 ambulance provider in Clark County, we worked as a partner with Baptist-Ambulance to cover the overflow of ambulance needs during peak call times or staffing issues. This was a strong and valued relationship. Valor responded to an average of 500 calls per year in the Clark County and Bismarck area while Baptist-Ambulance was still in operation.

In January of 2025, Valor EMS was approached by Dallas County, Arkansas for the second year in a row, to consider providing 911 ambulance services to their county. After meeting with them to evaluate their needs, we submitted a proposal of what we could provide that was reviewed and ultimately selected. Although Valor EMS only had 2.5 years of business experience at the time, in a unanimous vote by their quorum court, Valor EMS was selected as

the new 911 ambulance provider for Dallas County in February of 2025 with operations starting on April 15, 2025.

Since that start date, we have been able to improve ambulance response times and levels of care to their residents needing 911 services as well as the hospital needing patients transferred to higher levels of care. A big focus in that specific county was improving communication and relationships between the ambulance service, dispatch center, hospital staff, law enforcement agencies and fire departments. Since starting operations, Valor has been able to improve relationships and communication to all areas of focus so that the communities receive the highest level of professional responses. We are committed to bringing and maintaining that same level of professional service to Clark County.

We understand that of the ambulance services that will submit a response to the Clark County and Respective Cities, Valor EMS is likely the youngest business in terms of longevity, but be assured, we are not “new” to the business. At Valor, our average provider has 8-10 years of EMS experience, which in today's world, is considered to be a long-term EMS professional. Today, the national average career length of an EMS provider is 6.5 years. Additionally, we have served in your County and Cities longer than any other ambulance service that will submit a response, which has allowed us a greater understanding of the geographical service area as well as the interoperations between all agencies and the specific needs for this specific area.

After reviewing the RFQ that was provided, Valor EMS has met or exceeded all requirements outlined by Clark County and the Respective Cities. We are confident that given the opportunity to continue serving your communities, but as the primary 911 ambulance provider, we will continue to meet or exceed the expectations set forth by your leadership team. We are also confident that our company will be open to communication, recommendations and changes as the needs arise, tailoring the Clark County operations to the specific needs of your service area.

Thank you for the opportunity to submit our company's proposal to you for review and evaluation. It would be an honor to continue serving in your County and Cities. We welcome any and all questions that may arise and need clarification.

Respectfully,

John (J.D.) Windham - C.E.O.

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## **OPERATIONAL REQUIREMENTS**

Valor Emergency Medical Services (Valor EMS) meets or exceeds the state of Arkansas' requirements to operate at a Paramedic level service and has been licensed and already operating in Clark County Arkansas as such for the past 2.5 years.

Valor EMS is prepared and committed to providing a fully operational Emergency Medical Service system to Clark County and surrounding areas. This includes reliable response vehicles (ambulances), EMD dispatch operations, up-to-date medical equipment, preventative maintenance programs for both vehicles and durable medical equipment, progressive treatment protocols, in-house medical billing with onsite customer service and a robust continuing education program designed to equip our providers with the skillset and knowledge to provide high quality medical care during the most critical challenges.

## **SERVICE AREA**

Valor EMS understands that the service area for this contract is all areas within the boundaries of Clark County, including the specific respective cities listed below. Valor EMS agrees to not withhold any emergency medical services from any person, for any reason, including but not limited to socio-economic status, gender, race, religion or inability to pay for services.

Valor EMS intends to have base stations strategically located throughout the contracted service area. There will be a full-time (staffed 24 hours per day) Paramedic level ambulance stationed in the city limits of Gurdon, AR with a spare backup unit on-site. There will be two (2) full-time (staffed 24 hours per day) Paramedic level ambulances stationed in the city limits of Arkadelphia, AR with at least one (1) spare backup unit on-site.

## **INSURANCE**

Valor EMS agrees to maintain Commercial Liability Insurance for the duration of a contract with Clark County and the Respective Cities. The minimum limit shall be Two Million Dollars (\$2,000,000.00) per occurrence, and annual aggregate. Coverage will be on "an occurrence basis" and the policy will include broad form property damage coverage, and contracted liability and fire legal liability of not less than Two Million Dollars (\$2,000,000.00) per occurrence.

Valor EMS agrees to maintain Professional Medical Liability Insurance coverage for the duration of a contract with Clark County and the Respective Cities. Including errors and omissions, the minimum limit of Two Million Dollars (\$2,000,000.00) per occurrence, and an aggregate limit of not less than Five Million Dollars (\$5,000,000.00).

Valor EMS agrees to maintain Automobile Liability coverage for the duration of a contract with Clark County and the Respective Cities. The minimum limit will be Two Million Dollars (\$2,000,000.00) combined single limit for bodily injury and property damage per occurrence.

Valor EMS agrees to maintain Worker's Compensation Coverage for the duration of a contract with Clark County and the Respective Cities. The coverage and policy will maintain compliance with the Arkansas Insurance Department and will have a minimum of One Million Dollars (\$1,000,000.00).

#### **PERFORMANCE SECURITY REQUIREMENTS**

Valor EMS understands the importance of this contract and service and the need for Clark County and the Respective cities to do everything possible to avoid a system failure. To help decrease the risk of this type of failure, Valor EMS has secured a Performance Bid Bond that can be made active upon the successful securing of this contract. The minimum amount of this Performance Bond is Two Hundred Fifty Thousand Dollars (\$250,000.00) payable to Clark County upon failure to perform, termination or a breach of contract.

#### **FINANCIAL STRENGTH**

1. **Financial Statements** – Valor EMS has provided in this proposal the required financial statements. These statements have been prepared in accordance with the standards to which they were requested.
2. **Audit Statement** - Valor EMS has provided a statement of unqualified opinion for 2024. This statement is in response to an independent review of our financial statements.
3. **Financial Commitments** - Valor EMS has provided a list of obligations and commitments that could impact assets, credit rating and guarantor letters.
4. **Billing Operations** – Valor EMS is Solely responsible for the service billings and collections. We provide in-house billing with Nationally Certified Ambulance Coders to ensure the highest billing standards are met and maintained while ensuring state and federal guidelines are followed.

Valor EMS is experienced in Medicare, Medicaid, 3<sup>rd</sup> Party payers, private insurances and contractual payers. For Medicare and Medicaid patients, we follow the state and federal laws preventing balanced billing for medical services and accept the allowable as payment in full.

It is the goal of Valor EMS to lessen the financial burdens of our patients in any way possible. Valor does offer a voluntary membership program that significantly reduces the out-of-pocket expenses that can accrue during a medical emergency. For underinsured residents of the county and cities, purchasing a Valor Membership provides steep discounts.

Valor EMS understands that many times, during a medical emergency or event, the patient has accrued significant medical expenses above the cost of the ambulance service alone. It is of the utmost importance to our company that every patient is treated with respect and compassion, even after the transport has happened. We offer flexible payment options, discounts, and methods of payment to ease financial stress, after the encounter(s).

In addition to the above-mentioned common practices, Valor EMS also has a Financial Hardship program in place to help with the financial burdens of a person in severe financial constraint. These are evaluated on an individual basis and many times result in significant reductions or even waivers of the patient's financial responsibility.

### Valor EMS Rates 2025

HCPCS	ITEM DESCRIPTION	RATE/CHARGE
A0428	BLS NON-EMERGENCY	\$1,500.00
A0429	BLS EMERGENCY	\$1,550.00
A0426	ALS NON-EMERGENCY	\$1,600.00
A0427	ALS EMERGENCY	\$1,650.00
A0433	ALS LEVEL 2	\$2,000.00
A0434	Specialty Care	\$2,500.00
A0998	Treat w/o Transport	\$250.00
A0425	Ground Mileage (per Loaded Mile)	\$22.00

### EXPERIENCE

**Comparable Services** – For the past nearly 3 years, Valor EMS has served the citizens of Clark County and the Respective Cities with the highest level of pre-hospital medical care, compassion, honor and respect. In addition to serving in our hometown and county, we have served the citizens of Arkansas across the south central and southwestern regions of the state without fail or incident. Although Valor as an organization has only 3 years of service, our providers have decades of experience caring for the sick and injured; mostly in Clark County and the surrounding counties. In the past 3 years, we have responded to nearly 4000 calls. Many of these calls were critical care transport between hospitals when air-medical transport was unavailable, requiring the use of multiple IV pumps, management of critical medications, ventilator support and the care of an experienced EMS team.

In February of 2025, a unanimous decision by the Dallas County Arkansas' quorum court voted Valor EMS in as their new 911 Ambulance provider, replacing the EMS company that had provided service for the previous 7 years. We met with officials from the cities, county and the hospital to discuss their needs and submitted a proposal that we felt we could provide. After review by their panel and subsequent meetings, we started operations on April 15, 2025, as the exclusive

ambulance service provider for Dallas County Arkansas. Since that start date, we have been able to improve the 911 and interfacility ambulance service coverage and response times as well as improve the level of care for those communities. We have worked closely with all parties involved to maintain clear, direct and open communication. Our first 4 months in a new 911 ambulance contract, we have responded to hundreds of 911 and non-emergent calls without any issues or complaints. We are always looking for opportunities for self-improvement and are committed to maintaining strong and healthy relationships with all the agencies we work with.

As part of the requirement of this RFQ, contact information for professional references has been listed on the form provided by the county. Additionally, to highlight our experience, Valor EMS response volumes by different cities are listed below with the majority of our experience being in Clark County Arkansas.

Arkadelphia - 912	El Dorado - 88
Texarkana - 565	Malvern - 51
Hot Springs - 467	Caddo Valley - 46
Fordyce - 399	North Little Rock - 35
Bismarck - 290	Gurdon - 34
Camden - 266	Amity - 30
Little Rock - 205	Okolona - 11
Sparkman - 96	Other Cities < 1%

#### **OUTSTANDING/PENDING LITIGATION**

To date, no litigation has ever been brought against Valor EMS, and there have been no formal complaints filed with the Arkansas Department of Health.

#### **OPERATIONAL EXPECTATIONS**

**Staffing** - We believe that only the most superior level clinicians should be employed and trusted to care for the medical needs of any community. Because of this, we require that all EMTs and Paramedics that seek employment with Valor EMS must obtain and maintain not only licensure with the Arkansas Department of Health, but also a national level of certification by the National Registry of Emergency Medical Technicians (NREMT). All employees are also required to obtain an emergency driving course certification to ensure the highest level of safety during emergency driving and operations.

**Paramedics** - In addition to holding a national level of certification, our paramedics are required to be certified in Basic Life Support, Pediatric Advanced Life Support and Advanced Cardiac Life Support prior to being offered employment. Valor implemented on 01/01/2025 that within one (1) year of hire, our paramedics are also required to obtain and maintain certifications in Pre-Hospital Trauma Life Support or International Trauma Life Support, and Certified Ambulance Documentation Specialist. They are encouraged to also obtain an advanced level of certification in Advanced Medical Life Support (AMLS) and either Flight Paramedic (FP-C) or Critical Care

Paramedic (CCEMT-P) by offering incentive pay and certification reimbursement. Other training options that are encouraged to all team members are Advanced Burn Life Support (ABLS), Advanced Stroke Life Support (ASLS), Neonatal Resuscitation Program (NRP) and Advanced Coronary Support (ACS).

**BLS Leads** - EMT-Leads that function as the primary patient care provider on the BLS trucks are required to not only maintain national certification by the NREMT, Basic Life Support, but also Advanced Cardiac Life Support and Certified Ambulance Documentation Specialist. They are also encouraged to attend any advanced level training offered to our paramedic level employees.

**EMTs and EMRs**- are required to not only maintain national certification by the NREMT but also maintain Basic Life Support certifications. They are also encouraged to attend any advanced level certifications offered to paramedics of our company.

In addition to the above-stated requirements, our employees have monthly continuing education classes that are assigned through a virtual platform or through mandatory in-person classes. Valor holds monthly company meetings to focus on positive feedback and outcomes, areas of improvement, policy and protocol review, and special training. We also have semi-annual mandatory, hands on training to focus on high impact and low frequency skills to ensure that our providers are not only given the equipment needed to help in critical situations but to also ensure that they are kept sharp and feel comfortable in recognizing the need and performing such interventions.

**Equipment** – Valor EMS agrees to provide and maintain Type I, Type II and/or Type III ground ambulance vehicles as specified in the Federal Specifications Ambulance Emergency Medical Care Vehicle document and to meet DOT Federal Specification KKK1822 in effect at time of manufacture and requirements as set forth by the Arkansas Department of Health, and will ensure affixation of appropriate certification(s).

It is understood by Valor EMS that Clark County and the Respective cities prefer the use of Type I or Type III ambulances for all in-service and reserve ambulances. From time-to-time, due to variant factors, Valor may need to purchase and/or operate a Type II ambulance(s). This is not the preference of Valor EMS as Type I and Type III provide more room for patient care during emergency operations.

Valor EMS will ensure that each ambulance will be equipped and operated with all required personnel, equipment and supplies to meet and maintain the level of licensure that it is registered for by the Arkansas Department of Health and our Medical Director.

Valor EMS will ensure that each ambulance will be maintained in a clean, sanitary and good mechanical condition, in compliance with all State and/or Federal standards for ambulances.

Valor EMS will ensure that all ambulances are mechanically safe and sound. Any unit found to not be in good mechanical standing will be removed from service, repaired or if need be, replaced to mitigate critical vehicle failures.

Valor EMS understands and agrees that any mechanical, safety and special equipment can be inspected by representatives of the County and Respective Cities at any time, to ensure they are in clean, sanitary and good working condition.

Valor EMS agrees that no ambulance that has been substantially damaged or altered will be placed back in service until after adequately repaired and certified inspection.

Valor EMS understands that it is our responsibility to provide all fuel, lubricants, repairs and supplies for operations.

### **COOPERATION WITH OTHER AGENCIES**

**Mutual Aid** - Valor EMS believes in establishing and maintaining strong professional relationships with all levels of emergency responders, no matter their role in the emergency or their employer. Valor is committed to not only establishing mutual aid agreements with all surrounding EMS agencies but also working with and investing in our relationships with the different fire and police agencies of our service areas, so that during times of disaster and emergencies, we are better prepared to serve the needs. We currently have mutual aid agreements with all surrounding services that border our contracted areas, except Pafford Medical Services. It is our intent and wishes to also have a formal mutual aid agreement with this service as well so that not only the residents of our service area have additional resources during peak service times or times of disaster, but also that the residents of their service areas have additional resources when needed.

**Air-Medical services** – Valor EMS believes in and utilizes air-medical services when needed and appropriate. We do not contract with any specific air-medical provider as our policy is to provide the fastest and most efficient transport to patients in need. The air-medical services that we utilize on a frequent basis are Survival Flight Inc, LifeNet Air, Little Rock MedFlight, Pafford Air-One and AirEvac Lifeteam. In special situations that require an out-of-state hospital's resources, we will utilize a fixed-wing air-medical provider. The 3 services that are used locally for this are Survival Flight Inc., LifeNet Inc. And Pafford Air-One.

**Medical Standbys** – Valor EMS prioritizes the safety of all public service agencies. It is our standard operating procedure to provide, free of charge, medical standby coverage on any public emergency incident including but not limited to structure fires, water rescue operations, vehicle extrication operations, high angle rescue operations, search and rescue operations, mass casualty incidents and any training event we are requested to.

### **PROVISIONS FOR DEFAULT AND EARLY TERMINATION**

Valor EMS understands that the determination of default shall be the responsibility of the Clark County Judge and the Respective Cities Mayors. We understand that we will be notified in writing, should a default occur and that we will have 10 days for correction. Failure to correct the default within that 10-day period of time will be considered a breach of contract and subject to early termination.

Valor EMS understands that default conditions include but are not limited to the following.

1. Failure to operate the system in a manner consistent with Federal, State, and Local laws, rules, and regulations;
2. Intentionally supplying the County and the Respective Cities with false or misleading information with regard to records, documents, dates or time kept for the purpose of determining our performance under the terms of this proposal. Upon detection of accidental/unintentional error, the County and the Respective Cities shall be notified immediately and supplied with corrections;
3. Failure of our company, our employees, our agents or our representatives to conduct themselves in a professional and courteous manner and including professional appearance;
4. Failure of our company to provide to the County and the Respective Cities data generated in the course of operations, including but not limited to, patient report data, response time data and financial data as specified in the contract.
5. Failure to substantially and consistently meet or exceed the various clinical standards provided for in the contract;
6. Making an assignment for the benefit of creditors; filing a petitions for bankruptcy; being adjudicated insolvent or bankrupt; petitioning by custodian, receiving or trustee for a substantial part of its property; or commencing any proceeding related to it under the bankruptcy, reorganization arrangements, readjustment of debt, dissolution or liquidations law or statute;
7. Chronic failure of our company to meet response time requirements as set forth in the contract;
8. Chronic failure of the company to meet any performance requirements of the contract. Unless where otherwise specifically indicated, chronic failure of the purpose shall be defined as failure to meet any performance requirement three times in a six-month period;
9. Failure to furnish key personnel of quality and experience;
10. Failure to submit scheduled or ad hoc reports, or other information;
11. Failure of the company to maintain insurance requirements or provide timely notification of policy changes;
12. Any other failure of performance required in the contract which is determined to constitute an endangerment to public health and safety, or not be in the best interest of the County and Respective Cities;
13. Failure of the company to pay penalties within 60 days of notification of assessment;
14. Failure to maintain any type of license, permit, or certification required by law in order to fulfill the requirements of the contract or in order to avoid fines and penalties imposed by law.
15. Persistent and repeated failures of the company to comply with any of the performance requirements may be considered a condition of default.

## DESIRED CONDITIONS

**COVERAGE** - Valor EMS intends to maintain a minimum of four (5) Paramedic licensed ambulances to be available for emergency responses and at least one (1) EMT licensed ambulances to be available for scheduled, lower acuity services, totaling at least six (6) available ambulance vehicles to be utilized if needed. Three (3) paramedic level ambulances in the contracted service area will be staffed twenty-four (24) hours per day, three hundred sixty-five (365) days per year with one of those having a supervisor on board each shift. We will base one (1) ambulance in the city limits of Gurdon and two (2) ambulances in the city limits of Arkadelphia. Of the other 3 ambulances licensed for Clark County, 1 will be stationed at each base location (Gurdon, Arkadelphia,) to be utilized in the event of scheduled maintenance, unexpected mechanical failure on the primary response ambulance, times of peak call volume or in the event of a local or regional MCI response. The BLS unit will be based out of the Arkadelphia Headquarters.

Although not a requirement of this contract, if awarded, Valor EMS does intend to seek an operational agreement with Hot Spring County to place a Paramedic licensed ambulance in their county and to operate out of the Bismarck area, twenty-four (24) hours per day. This will be beneficial to Clark County operations during peak call times as an added resource.

## RESPONSE TIME REQUIREMENTS

Valor EMS understands that The County and Respective Cities have set forth a requirement for all emergency responses to have an ALS equipped ambulance on-scene within the designated response time not less than 90% of the time. This will be measured and tracked monthly.

Below is a list of what Valor EMS believe to be the most realistic, reasonable and safely obtainable response times to each Respective City limits. These times are listed from shortest response resource location first, followed by the next closest response location within the county, in the event that the closest resource is already committed to a response at the time of the request.

Valor EMS believes in rapid response (emergency driving), but we feel the single most effective resource in a time sensitive response is for the responding providers to know the general geographical areas of our service areas. We will prioritize ensuring all employees are educated on commonly known areas including but not limited to, frequent response locations or high population areas (schools, physician offices, river access locations, beach access locations, campgrounds and boat ramps on Degray Lake.)

## EMERGENCY RESPONSES

- Amity – 35 minutes (Arkadelphia) / 42 minutes (Gurdon)
- Arkadelphia – 9 minutes (Arkadelphia) / 23 minutes (Gurdon)
- Caddo Valley – 11 minutes (Arkadelphia) / 22 minutes (Gurdon)
- Gum Springs – 12 minutes (Arkadelphia) / 15 minutes (Gurdon)
- Gurdon – 7 minutes (Gurdon) / 23 minutes (Arkadelphia)
- Okolona – 22 minutes (Gurdon) / 31 minutes (Arkadelphia)
- Whelen Springs – 12 minutes (Gurdon) / 32 minutes (Arkadelphia)

## NON-EMERGENCY RESPONSES

- Amity – 40 minutes (Arkadelphia) / 50 minutes (Gurdon)
- Arkadelphia – 10 minutes (Arkadelphia) / 25 minutes (Gurdon)
- Caddo Valley – 17 minutes (Arkadelphia) / 27 minutes (Gurdon)
- Gum Springs – 17 minutes (Arkadelphia) / 17 minutes (Gurdon)
- Gurdon – 9 minutes (Gurdon) / 27 minutes (Arkadelphia)
- Okolona – 27 minutes (Gurdon) / 37 minutes (Arkadelphia)
- Whelen Springs – 14 minutes (Gurdon) / 37 minutes (Arkadelphia)

### **Calculation of Response Times**

This RFQ seemed to be slightly unclear of the “arrival on scene” definition. Valor EMS agrees to whichever Clark County and the Respective Cities deem as their final definition of the term whether that be an ALS licensed and equipped ambulance or a Paramedic Supervisor quick response vehicle that is ALS licensed, equipped and clearly marked as a company vehicle where the Paramedic Supervisor initiates patient care. Both of these examples are frequently acceptable in a 911 ambulance contract for service.

### **Upgraded and Downgraded Requests**

Valor EMS understands and agrees to the situations outlined in the RFQ for the upgrade and/or downgraded responses.

### **Response Time Exemptions**

Valor EMS understands and agrees that unusual factors may arise and are limited to the following.

1. Request occurring during a period of unusually severe inclement weather conditions, unless weather was predicted sufficiently in advance that levels of preparedness should have been increased and such steps were not taken, when such response time compliance is either impossible or achievable only at a great risk to EMS personnel and the public;
2. In the event of a Mass Casualty Incident, all ambulances responding to the Mass Casualty Incident other than the first ambulance on the scene;

3. Situations where the communications center receives false or inaccurate information or was unable to obtain adequate response information;
4. Request during a declared disaster within Clark County and The Respective Cities and confirmed by the County and Respective Cities, in which the Firm is rendering assistance. During such periods, Valor shall use our best efforts to maintain primary coverage, while simultaneously providing disaster assistance as needed.
5. Request during times of unusually heavy call demand.
6. In the event the ambulance response is delayed by a train blocking the roadway with no effective alternative route, the ambulance will immediately communicate the issue to dispatch. Equipment failure, traffic congestion, ambulance failure, or other causes shall not be grounds for granting an exception to compliance with any response time standard. No other causes of late response time shall serve to justify exemption from response time requirements. However, Valor EMS may appeal such instances to the County and Respective Cities. Any appeals shall be filed with the County and the Respective cities within ten (10) days of notification of the incident.

#### **CLINICAL OPERATIONS**

**EMS Physician Medical Director** - Valor EMS' Medical Director is Dr. Sangeeth Samuel. Dr. Samuel is a Board Certified, Arkansas licensed physician with more than 20 years of exclusive emergency and trauma care experience and is on staff at several different hospitals within the state of Arkansas. He also serves as a Medical Director for a busy Emergency Department locally.

The Medical Director has established online and offline protocols and is involved with our internal QA/QI program. The Medical Director is also involved in the continuing education requirements of the staff and ensuring that the standards set forth by him and the Arkansas Department of Health are met and maintained.

The Medical Director and clinical leadership team review treatment protocols annually to ensure that we remain progressive, with evidence-based practices, so that we achieve the best possible patient outcomes.

Online medical direction shall be provided by an on-duty physician at the receiving Emergency Department in the event that the Valor EMS Medical Director cannot be reached.

**Clinical Standards** – Valor EMS prioritizes our clinical standards and continuously monitors and re-evaluates state, national and global standards to ensure that we remain with the most up-to-date and recommended practices, to have the best possible patient outcomes. Valor ensures that all patients and family members are treated with respect, compassion, and dignity while maintaining the highest-level clinical standards.

To ensure only the highest level of clinical standards, we only employ Nationally Certified EMS providers. We also require that advanced level providers also have advanced pediatric and trauma

training. Additionally, we require monthly continuous education assignments via a virtual platform as well as a "hot topic" focus at each monthly meeting. As a way to maintain proficiency, providers of all levels are required to attend semi-annual training events using a high-fidelity simulation mannequin with different scenarios to exercise their high-acuity, low frequency skills.

Additionally, we have an annual review of our clinical protocols and practices with our clinical leadership team and Medical Director to implement any changes that evidence-based practice recommends.

### **Continuous Quality Assurance / Quality Improvement**

**Clinical Indicators** - The Valor EMS CQI Program is designed to track and manage all data in the scope of patient care. This includes, but is not limited to, multiple areas of patient care as outlined below.

- Patient Procedure Tracking
- Success of Procedures per provider
- Outcome of procedures
- Compliance with protocol
- Appropriate and complete documentation of all procedures.

**Operational Indicators** - The program is also designed to track and manage all data in the scope of operational indicators. This includes, but is not limited to, tracking of response times and scene times on critical incidents as listed below:

- All appropriate times in the patient care report
- Dispatch times
- Response times to the scene
- Monitoring of extended scene times for time-critical incidents
- Transport times
- Compliance with protocol of appropriate transport destination

**Financial Indicators** - Valor EMS has implemented a new system to keep track of financial indicators. This includes, but is not limited to, overuse/waste, proper documentation to ensure proper billing, and tracking of supply costs as outlined below:

- All supply items are documented appropriately in patient care report
- All procedures documented appropriately
- All procedures are reviewed by QA department for compliance prior to billing

## **Employee Engagement and Satisfaction**

The Valor EMS QI Department has created a Research and Review Committee that meets every 3 months to review protocols that may need to be updated, present data-based changes to the Medical Director for review and submit final updates/changes for approval to QI Department for submission to the Medical Director for changes to Valor EMS clinical protocol based on current national and state data and research.

## **Customer Satisfaction**

Valor EMS has designed a program that will allow 100% of all patients to provide feedback on their experience with patient care and their providers. This feedback will be followed up by the QI Department on a case-by-case basis and used to improve patient care and provider interactions of Valor EMS.

## **Community Outreach**

The communities that we serve are the sole reason for our existence. We believe in supporting our communities by participating in their events, when given the opportunity. We also count it a privilege to invest back into our communities with monetary resources but also by offering educational opportunities and our medical services. Valor EMS is also dedicated to investing in our police and fire agencies in the way of free training and events, to help ensure that our communities have a safer tomorrow than we have today. An example of some of the investments that we have made (Free of charge) are: ballgame standbys, graduation standbys, structure fire standbys, firefighter rehab during fire events, fair/rodeo standbys, chuckwagon race standbys, community health fair participation, job fair participation, Arkansas Fire Boat School standby and participation, high-risk water rescue events, CPR, Stop the Bleed, EMR, ambulance unit demonstrations at countless schools and daycares. We have also participated in multiple donations throughout the last 3 years.

## **Records**

Valor EMS maintains all records as may now or henceforth be required by the State of Arkansas for Paramedic-Level ambulance services including, but not limited to, ambulance trip forms, maintenance records and daily dispatch logs.

The dispatch center will retain records adequate to provide reports which shall include response times in the city and the county, statistics on call volume, destination on emergency calls, and reports on dispatching efficiency.

The patient's medical records are the property of Valor EMS and shall remain confidential. Access to patient records can be gained only with the permission of the patient or by court order.

Valor EMS will present quarterly a statistical report to the quorum court outlining our current operations and efficiency and will answer any questions or concerns.

### **Dispatch**

It is the goal of Valor EMS to provide clear, professional and effective communication at all times during a medical emergency operation with as minimal delay as possible. Upon being selected for this contract, Valor intends to hire and train at least four (4) full-time dispatchers for Emergency Medical Dispatch operations, which will allow for twenty-four (24) hour coverage. Additionally, there will be medical providers that are cross trained in EMD operations to assist during an MCI, Disaster Response or general staffing issues.

Although we can base the Valor dispatch operations at our own headquarters, it would be our goal to negotiate an agreement with Clark County 911 to pay a lease on and occupy an open 911 dispatch console, and the ambulance dispatcher report for duty to the Central 911 center. We feel that placing the ambulance dispatcher in the same room with the Central 911 dispatchers will improve delays and breakdown of communication that often occur when transferring to an independent ambulance dispatch center. Additionally, the Valor dispatcher will be crossed trained to assist the central 911 dispatchers in answering non-medical 911 calls during peak call times, allowing for improved workload and decreased delays for the 911 system as a whole.

### **Radio Systems**

Valor EMS has submitted all the required documentation and been approved for our own AWIN talk groups. Upon successfully being selected for this contract, we are prepared to pay the fees to ADEM to have the talk groups made active and for AWIN to be the primary communication system for Valor EMS.

Additionally, Valor EMS has MotoTurbo digital radios installed in our units. These radios are already programmed with the Clark County frequencies so that continuous communication remains between law enforcement agencies and the fire departments throughout the county during a medical response.



**APPENDIX A**

**CERTIFICATE OF INSURANCE**



VALOEME-01

HMIHALEK

# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
8/5/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed, if SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> World Insurance Associates, LLC 8182 N. 78th Avenue Suite 100 Peoria, AZ 85381	<b>CONTACT NAME:</b> Holly Mihalek	
	<b>PHONE (A/C No, Ext):</b> (602) 942-3900	<b>FAX (A/C No):</b> (602) 942-4300
<b>E-MAIL ADDRESS:</b> holly@ambulanceinsurance.com		
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> Market Insurance Company		<b>29970</b>
<b>INSURER B:</b> Oak River Insurance Company		<b>24630</b>
<b>INSURER C:</b>		
<b>INSURER D:</b>		
<b>INSURER E:</b>		
<b>INSURER F:</b>		

**INSURED**

Valor Emergency Medical Services, LLC  
 1021 N 10th St  
 Arkadelphia, AR 71923-3214

**COVERAGES**                      **CERTIFICATE NUMBER:**                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

NSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Prof. Liability <input checked="" type="checkbox"/> Retro Date 8/19/2022 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			MTK80001150-02	8/18/2025	8/18/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			MTA80001150-02	8/18/2025	8/18/2025	COMBINED SINGLE LIMIT (Per accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			13363-001	8/18/2025	8/18/2025	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	VAWC613593	6/22/2025	6/22/2025	PER STATUTE   OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Clark County and the Respective Cities are named as Additional Insured. Waiver of Subrogation applies.

\*30-Day Notice of Cancellation; 10-Day Notice for Nonpayment.

<b>CERTIFICATE HOLDER</b>  Clark County Judge's Office Attn: RFQ Emergency Medical Services 401 Clay Street Arkadelphia, AR 71923	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE <i>Cindy Elbert</i>
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# MARKEL INSURANCE COMPANY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

## MEDICAL TRANSPORT COMMERCIAL AUTO PLUS ENHANCEMENT

This endorsement modifies insurance provided under the following:

### BUSINESS AUTO COVERAGE FORM

The following coverages and extensions are added to this policy as detailed below. As respects any coverage provided by this endorsement, if higher limits are provided on any other schedule, declarations or endorsement attached to this policy, then the limits and coverage provided by this endorsement would not apply for that coverage.

#### SCHEDULE

COVERAGE	LIMIT OF INSURANCE
Temporary Substitute Autos – Physical Damage Coverage	Included
Automatic Additional Insured	Included
Broadened Who Is An Insured	Included
Employee Or Elected Or Appointed Official Hired Autos	Included
Supplementary Payments	
Bail Bonds	\$3,000
Loss Of Earnings	\$500 Each Day
Limited Fellow Employee Coverage	Included
Property Damage To Passengers' Property Coverage	Included
Property Damage To Buildings Coverage	\$50,000 Each Accident
Towing And Labor	\$1,000 Each Disablement
Glass Breakage – Waiver Of Deductible	Included
Transportation Expenses	\$50 Each Day / \$1,500 Maximum
Loss Of Use Expenses	\$20 Each Day / \$1,000 Maximum
Hired Auto Physical Damage Coverage Extension	\$75,000
Special Equipment And Customization Coverage Extension	Included
Expense To Return Stolen Autos	Included
Personal Effects Coverage	\$500 Each Loss
Rental Reimbursement Coverage	30 Days / \$100 Each Day / \$3,000 Maximum
Limited Accidental Airbag Discharge Coverage	Included
Audio, Visual, And Data Electronic Equipment Coverage	\$5,000
Auto Loan Or Lease Gap Coverage	Included
Duties In The Event Of Accident, Claim, Suit, Or Loss	Broadened
Waiver Of Transfer Of Rights Of Recovery Against Others To Us	Included
Unintentional Failure To Disclose All Hazards	Included
Mental Anguish Resulting From Bodily Injury	Included



**APPENDIX B**

**CERTIFICATE OF GOOD STANDING**



**Arkansas Secretary of State  
Cole Jester**

State Capitol Building ♦ Little Rock, Arkansas 72201-1094 ♦ 501-682-3409

**Certificate of Good Standing**

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

**VALOR EMERGENCY MEDICAL SERVICES, LLC**

authorized to transact business in the State of Arkansas as a Limited Liability Company, filed Articles of Organization in this office July 1, 2022.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 25th day of July 2025.



*Cole Jester*

Cole Jester  
Secretary of State

Online Certificate Authorization Code: cd3eac85d5a603a

To verify the Authorization Code, visit [sos.arkansas.gov](http://sos.arkansas.gov)



**APPENDIX D**

**Supplied forms from Clark County and the  
Respective Cities**

## Emergency Medical Services RFQ

Request for Qualifications ("hereinafter RFQ") shall be submitted in sealed envelopes labeled: "Emergency Medical Services RFQ" with the name and address of the individual or business entity ("hereinafter Firm(s)").

RFQs shall be submitted in accordance with the attached Clark County and the Respective Cities specifications and RFQ documents attached hereto. Each Firm is required to fill in every blank and shall supply all information requested; failure to do so may be considered as basis of rejection.

The undersigned hereby offers to furnish and deliver the articles or services as specified, at the terms stated herein, and in strict accordance with the specifications and general conditions of this RFQ, all of which are made a part of the offer.

Name of Firm: VALOR Emergency Medical Services, LLC

Contact Person: John Windham

Title: CO-OWNER / C.E.O.

Business Address: 1021 N 10th St

City: Arkadelphia State: AR Zip code: 71923

Email: jwindham@valor-ems.com

Phone: 501-337-6371 (personal); 870-464-1088 (office)



Signature

Date: 8/7/2025

Clark County and the Clark County Cities RFQ  
Emergency Medical Services  
Section B: Firm References

The following information is required from all Firm(s) so all RFQs may be reviewed and properly evaluated:

Company Name: VALOR EMS Owner: Kristen & John Whelham  
Business Address: 1021 N 10th St, Arkadelphia, AR 71723  
Number of years in business: 3 How long in present location: 2 yrs  
Total number of current employees: 30 Full time: 14 Part time: 16  
Number of employees you plan to use to service this contract: Full time: 16 Part time: 10

Please list local commercial and/or governmental references that you have previously performed similar contract services for within the past five (5) years:

- 1 Company Name: Clark County Sheriff's Office  
City, State, Zip: 406 S 5th St, Arkadelphia, AR 71723  
Contact Person: Jason Watson  
Telephone: 870-246-2222  
Fax Number: 870-246-3443  
Email Address: jason.watson@clarkar.us
- 2 Company Name: Dallas County Sheriff's Office  
City, State, Zip: 106 S Charlotte St, Fordyce, AR 71742  
Contact Person: Mike Knoedl  
Telephone: 870-352-2002  
Fax Number: 870-352-3700  
Email Address: mknoedl@dallascsso.org
- 3 Company Name: Dallas County Judge's Office  
City, State, Zip: 206 W 3rd St, Fordyce, AR 71742  
Contact Person: Chris Stanfield  
Telephone: 870-352-3371  
Fax Number:  
Email Address: Chris.Stanfield@arkansns.gov
- 4 Company Name: Dallas County Medical Center  
City, State, Zip: 201 N Clifton St, Fordyce, AR 71742  
Contact Person: David Mantz - C.E.O.  
Telephone: 870-352-6360  
Fax Number: 870-352-6343  
Email Address: dmantz@dallascountymedicalcenter.com

Clark County and the Clark County Cities RFQ  
Emergency Medical Services  
Section C: Statement of Disclosure

Firm must disclose any possible conflict of interest with Clark County and Respective Cities, including, but not limited to, any relationship with any Clark County and the Respective Cities employee. Your response must disclose if a known relationship exists between any principal or employee of your firm and any Clark County and the Respective Cities employee or County and the Respective Cities elected official.

If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a purchase and/or contract as a result of your response. This form must be completed and returned in order for your proposal to be eligible for consideration.


PLEASE CHECK ONE OF THE FOLLOWING AS IT APPROPRIATELY APPLIES TO YOUR FIRM:

- NO KNOWN RELATIONSHIP EXISTS  
 RELATIONSHIP EXISTS (Please explain)

PLEASE FILL OUT THE SECTION BELOW:

1. I, as an officer of this Firm, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true; and
2. My Firm shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

Name: John Windham (Printed)

X   
Signature

Date: 8-17-2025

Keith Frances is my stepfather and he works for the Clark county road department.





## APPENDIX E

Letter of Guarantee – Southern Bancorp



July 30, 2025

RE: Valor Emergency Medical Services, LLC  
John and Kristen Windham

To Whom It May Concern:

Valor Emergency Medical Services, LLC and John & Kristen Windham are valued customers of Southern Bancorp Bank. This letter is to inform you that Southern Bancorp Bank has approved the above-mentioned customer for the purchase of the necessary ambulance vehicles and equipment associated with the attainment of the Clark County 911 Contract. In addition, the above-mentioned has an established operating line of credit with Southern Bancorp Bank that is sufficient for all startup costs associated.

If you have any questions or need additional information, please feel free to contact me at 870-246-1057 or via email at [shari.echols@banksouthern.com](mailto:shari.echols@banksouthern.com).

Sincerely,

A handwritten signature in cursive script that reads 'Shari Echols'.

Shari Echols  
Vice President  
Southern Bancorp Bank



**APPENDIX F**

**BID BOND**



**PHILADELPHIA  
INSURANCE COMPANIES**

**BID OR PROPOSAL BOND**

KNOW ALL MEN BY THESE PRESENTS, That we,

**Valor Emergency Medical Services, LLC**

of 1021 N 10th St, Arkadelphia AR 71923

(hereinafter called the Principal) as Principal, and PHILADELPHIA INDEMNITY INSURANCE COMPANY, with its principal office at One Bala Plaza, Suite 100 in the City of Bala Cynwyd, Pennsylvania (hereinafter called the Surety), as Surety, are held and firmly bound unto **Clark County Judges Office**

of 401 Clay Street, Arkadelphia AR 71923

(hereinafter called the Obligee) in the penal sum of

Two Hundred Fifty Thousand

Dollars \$ 250,000.00 lawful money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, successors, and assigns.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas, the Principal has submitted the accompanying bid dated 08/07/2025 for **emergency medical services for Clark County and respective cities.**

NOW, THEREFORE, if the Obligee shall make any award according to the terms of said bid and the Principal shall enter into a contract with said Obligee in accordance with the terms of said bid and give bond for the faithful performance thereof within the time specified; or if no time is specified within thirty days after the date of said award; or if the Principal shall, in the case of failure so to do, indemnify the Obligee against any loss the Obligee may suffer directly arising by reason of such failure, not exceeding the penalty of this bond, then this obligation shall be null and void; otherwise to remain in full force and virtue.

Signed, sealed and dated: 08/04/2025

**Valor Emergency Medical Services, LLC**

(Principal)

By: Kristen Windham  
Kristen Windham, Manager

PHILADELPHIA INDEMNITY INSURANCE COMPANY

By: Jaime McGrath Attorney-in-Fact