



# Acadian

## Ambulance Service



NATIONALLY  
ACCREDITED

P.O. Box 98000 • LAFAYETTE, LA • 70509-8000

EMPLOYEE  
OWNED

AMBULANCE  
DISPATCH  
511  
800-259-1111

ADMINISTRATION  
337-291-3333  
800-259-3333

BILLING  
800-259-2222

Rapides Parish Police Jury  
Attn: Craig Smith, President  
701 Murray Street  
Alexandria, LA 71301

**RECEIVED**

**APR 23 2025**

**RAPIDES PARISH POLICE JURY**

Re: Rapides Parish Request for Proposal #3358

Dear Members and Mr. President,

In accordance with Chapter 2, Article VI Section 2-91 of the Rapides Parish Code of Ordinances, "Purchasing of all property, materials, supplies and services .. shall be in accordance with applicable state law..." Under Chapter 41/2 Article II Section 41/2-42, the Rapides Parish Police Jury advertised for and issued Request for Proposal #3358. On or about April 10, 2025 the Rapides Parish Police Jury voted to award the Ambulance Contract to Pafford Emergency Medical Services, Inc., a Louisiana registered company, with its principal place of business in Ruston, Louisiana.

As per Louisiana law, a protest by an aggrieved party must be made within 14 days of such award. Therefore, please consider this the formal Protest by Acadian Ambulance Service, Inc. of the above-referenced award to Pafford Medical Emergency Service, Inc.

The Request for Proposal referenced above as well as state law requires strict adherence to the terms of the RFP, as well as full and honest disclosure and non deceptive practices in submitting a response. Unfortunately, it has come to our attention that both in the RFP response as well as in executive sessions wherein respondents were questioned further, the awardee may have made potentially false, incorrect or misleading statements. For example, some of our concerns are as follows:

- Regarding a contract with the US Virgin Islands, the RFP awardee, Pafford Emergency Medical Services, Inc., a Louisiana company, and a separate and distinct entity from Pafford Medical Services, Inc., An Arkansas registered company, allegedly made comments that they were the contracted party and awaiting monies owed under that agreement. It is our understanding from review of the contracting documents as well as the Federal registration of the similarly named entities (attached hereto and incorporated herein by reference), that the US Virgin Island contract is with Pafford Medical Services, Inc., an Arkansas registered company with its principal place of business in Hope, AR and which has a designation under the Federal Government as a "Self Certified Small Disadvantaged Business, Woman-owned Small Business, Woman owned Business." Pafford Medical Services, Inc. is not the respondent entity in the above referenced RFP. There is no known legal affiliation between the two companies, other than each being owned by a sibling of the other. Pafford Emergency Medical Services, Inc. is registered separately with the Federal Government as a "small business concern." FAR52.291.1 defines a "small business concern" as "(1) Means a concern, including its affiliates, that

is **independently** owned and operated, not dominant in its field of operation, and qualified as a small business under the criteria in 13 CFR part 121 and the size standard in paragraph (b) of this provision. The small business size standard is \$22,500,000.00 and for a concern that submits an offer is 500 employees. ( The NAICS code for ambulance services is 621910)

- In questioning regarding litigation in which the respondents were currently involved, it has been alleged to Acadian that the awardee did not disclose, when asked, current litigation against the awardee involving a death/ burn victim, that it is potentially underinsured for, and set for trial later this year (Bass v. Pafford Emergency Medical Services, Inc.) Mr. Bass is represented by Wade House of Campbell and House located in Monroe, LA. Instead, the awardee only referenced a lawsuit regarding monies owed to them under the USVI contract of which they are not a party as established above.
- Under the strict terms of the RFP, a proposer must certify that when the award is made on "March 31, 2025" they will be ready and prepared to be fully compliant with the ordinance and contracted to begin service no later than May 31, 2025." They must essentially certify that as stated in their response they have the capability to perform within sixty days of the award, including dispatching capabilities, assets on hand, personnel and all other obligations agreed to by ordinance or in response to the RFP. Accordingly, we understand that the awardee must be contracted and in full compliance with the RFP and fully prepared to commence services with all assets and capabilities in place and operational on or before June 10, 2025 (60 days from award).
- However, it is our understanding that the awardee requested an extension of time to initiate services in the Parish beyond the sixty days allowed in the RFP, evidenced by the request and entering into an extension of the contract with Acadian Ambulance to service the parish through August of 2025. Failure of the awardee to be in full compliance as of June 10, 2025 would be prima facie evidence of non compliance with the RFP and their "certification."
- It should be also noted that the RFP, section II. J. also states that the "ACC and the RPPJ will hold the successful proposer to strict performance requirements," emphasizing results and accountability, further stating: "Therefore, this is not an enterprise in which level of effort will suffice; only performance meeting or surpassing requirements will be accepted.

We have reason to in good faith believe that there may be additional issues relating to the response of the awardee relating to the obligation to provide and the provision of audited financial statements specific to the responding entity which should not include any other claimed related entity or any combination thereof. We therefore respectfully request a full review of these submissions which has the potential to demonstrate that the awardee is not in compliance with additional strict requirements of the RFP relating to the validity of information submitted is specific to the responding entity.

Due to our concerns and in addition to this protest, we are in the process of initiating a FOIA ( Freedom of Information Act and public records ) request to the Rapides Parish Police Jury for the scoring sheets of the members of the Rapides Parish Ambulance Advisory Committee as well as all responses provided by the awardee upon which the award was deemed to be based including any relevant communications.

Finally, as seemingly acknowledged by the members of the Rapides Parish Police Jury in requesting additional review of the submissions back to the committee, we believe that the scoring mechanism used in the RFP was flawed in that it allows one scorer the ability to determine the outcome by intentionally scoring a respondent low in an effort to skew the scoring of the majority. The awardee received 14 more points than Acadian using the scoring rubric, however 7 out of 10 Advisory Committee members actually scored Acadian higher than the awardee. When the highest and lowest scores were removed, Acadian was the leading scorer. However, by allowing one to determine the outcome using an intentional low score or an intentional high score, the choice of the majority was not submitted as the recommendation but the choice of the minority. We believe this affected the ultimate vote of the Police Jury as well as the public perception of the results.

We respectfully request a full investigation regarding the issues raised and the totality of the validity of the process in making the award. We look forward to the results of the investigation and trust that you will conduct same with due diligence. We look forward to answering any questions you may have with regard hereto.

We thank you in advance for your attention and investigation of the matters noted in this Protest. We look forward to receiving your findings and all action that will be taken in regard hereto on or before May 23, 2025 or as required by applicable State Law.

Sincerely,



Justin Back, President  
Acadian Ambulance Service, Inc.

Cc: The Honorable Liz Murill, Attorney General for the State of Louisiana  
Mr. Phillip Terrell, District Attorney  
Mr. Greg Jones, Attorney for the Rapides Parish Police Jury

<b>Pafford Emergency Medical Services, Inc.</b> (LA Corporation since 1999)	<b>Pafford Medical Services, Inc.</b> (AR Corporation since 1999)
<b>Officers:</b> Greg Pafford, Director/VP and John C Pafford, Director/President Charter # 34827379D	<b>Officers:</b> Jamie Lynn Pafford-Gresham, President and Benjamin Paul Gresham, VP Registered in LA on 5/26/2020 (Charter # 43911439F)
<b>SAM.gov Information</b>	
<b>UEI:</b> R5LQWLDR3CB3 / <b>CAGE:</b> 479N9 No URL	<b>UEI:</b> NKMEZGHMNM4 / <b>CAGE:</b> 752V2 <b>URL:</b> www.paffordems.com
<b>Socio Economic Type:</b> Small Business Concern	<b>Socio Economic Types:</b> Self-Certified Small Disadvantaged Business, Woman-Owned Small Business, Women-Owned Business
<b>Primary POC (Gov Business):</b> Alex Pafford <b>Alt. POC (Gov Business):</b> John Pafford	<b>Primary POC (Gov Business):</b> Clay Hobbs
<b>Physical Address:</b> 1300 Commerce St, Ruston, Louisiana 71270-2924	<b>Physical Address:</b> 3509 W 16 <sup>th</sup> St, Hope, Arkansas 71801-8443

**FAR 52.204-5 – Women-Owned Business (Other Than Small Business)**

(a) Definition. "Women-owned business concern," as used in this provision, means a concern that is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

(b) Representation. [Complete only if the offeror is a women-owned business concern and has not represented itself as a small business concern in paragraph (b)(1) of FAR 52.219-1, Small Business Program Representations, of this solicitation.] The offeror represents that it is a women-owned business concern.

**FAR 52.219-1 – Small Business Program Representations**

(a) Definitions

"Small business concern"

(1) Means a concern, including its affiliates, that is independently owned and operated, not dominant in its field of operation, and qualified as a small business under the criteria in 13 CFR part 121 and the size standard in paragraph (b) of this provision.

(2) Affiliates as used in this definition, means business concerns, one of whom directly or indirectly controls or has the power to control the others, or a third party

Contract #	Contract Name	Description	Awarding Agency	Awarded To	Status	Contract Start Date	Contract End Date	Link	Contract Value	Pafford's Signor
P009DOHT24	Pafford Medical Services, Inc. dba Pafford Medical Services	Provide Public Health Medical Services, as well as, provide scalable public health emergency medical services on an as-needed basis during peak/surge periods of infections in the Government's ongoing response to the health care needs of the Territory.	Department of Health	Pafford Medical Services Inc. dba Pafford Medical Services	New	May 12, 2023 - 12:00 pm	November 11, 2023 - 12:00 pm	<a href="#">P009DOHT24</a>	\$817,519.68	Clay Hobbs, COO of Pafford Medical Services, Inc. (9/26/2023)
P029DOHT23	To provide Public Health Emergency Medical Services to include the provision of personnel, equipment, and COVID-19 related supplies in support of the Territory response to the COVID-19 Pandemic.	To provide Public Health Emergency Medical Services to include the provision of personnel, equipment, and COVID-19 related supplies in support of the Territory response to the COVID-19 Pandemic.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	New	July 1, 2022 - 12:00 am	February 28, 2023 - 12:00 am	<a href="#">P029DOHT23</a>	\$37,237,499.78	Clay Hobbs, COO of Pafford Medical Services, Inc. (2/10/2023)
Amendment No 1 to P029DOHT23	Pafford Medical Services, Inc. dba Pafford Medical Services	Provide clinical support services to the government through licensed medical professionals, software and logistics support, and ambulance services.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	Amendment	July 1, 2022 - 12:00 am	May 11, 2023 - 12:00 am	<a href="#">Amendment No 1 to P029DOHT23</a>	\$11,774,193.55 to bring total for Contract P029DOHT23 to \$49,011,693.33	Clay Hobbs, COO of Pafford Medical Services, Inc. (5/8/2023)
P107DOHT22	Pafford Medical Services, Inc. dba Pafford Medical Services	Provide Public Health Emergency Medical Services in the Government's ongoing response to the COVID-19 Pandemic.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	Renewal	June 1, 2022 - 12:00 am	June 30, 2022 - 12:00 am	<a href="#">P107DOHT22</a>	Renewal Option 3	Clay Hobbs, COO of Pafford Medical Services, Inc. (5/20/2022)
P093DOHT22	Pafford Medical Services, Inc. dba Pafford Medical Services	Public Health Emergency Medical Services in the Government's ongoing response to the COVID-19 Pandemic.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	Renewal	May 1, 2022 - 12:00 am	May 31, 2022 - 12:00 am	<a href="#">P093DOHT22</a>	Renewal Option 2	Clay Hobbs, COO of Pafford Medical Services, Inc. (4/21/2022)
P078DOHT22	Pafford Medical Services, Inc. dba Pafford Medical Services	Provide Public Health Emergency Medical Services in the Government's ongoing response to the COVID-19 Pandemic.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	Renewal	April 1, 2022 - 12:00 am	April 30, 2022 - 12:00 am	<a href="#">P078DOHT22</a>	Renewal Option 1	Clay Hobbs, COO of Pafford Medical Services, Inc. (3/28/2022)
P074DOHT22	Pafford Medical Services, Inc. dba Pafford Medical Services	Public Health Emergency Medical Services in the Government's ongoing response to the COVID-19 Pandemic	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	New	March 1, 2022 - 12:00 am	March 31, 2022 - 12:00 am	<a href="#">P074DOHT22</a>	\$2,441,667.00	Clay Hobbs, COO of Pafford Medical Services, Inc. (3/1/2022)
P077DOHT22	Pafford Medical Services, Inc. dba Pafford Medical Service	To assist with the Mass Vaccination Program of COVID-19 vaccines to residents of the US Virgin Islands.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	Amendment	October 1, 2021 - 12:00 am	June 30, 2022 - 12:00 am	<a href="#">P077DOHT22</a>	\$4,320,000.00	Clay Hobbs, COO of Pafford Medical Services, Inc. (3/22/2022)
P127DOHT21	Pafford Medical Services, Inc. dba Pafford Medical Service	Provide Public Health Emergency Medical Services in the Government's ongoing response to the COVID-19 Pandemic.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	New	May 1, 2021 - 12:00 am	September 30, 2021 - 12:00 am	<a href="#">P127DOHT21</a>	\$12,208,335.00	Clay Hobbs, COO of Pafford Medical Services, Inc. (7/30/2021)
P125DOHT21	Pafford Medical Services, Inc. dba Pafford Medical Service	Assist with the Mass Vaccination Program of COVID-19 vaccines to residents of the US Virgin Islands.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	New	March 11, 2021 - 12:00 am	September 30, 2021 - 12:00 am	<a href="#">P125DOHT21</a>	\$9,552,000.00	Clay Hobbs, COO of Pafford Medical Services, Inc. (7/30/2021)
P042DOHT21	Pafford Medical Services, Inc. dba Pafford Medical Service	Provide Public Health Emergency Medical Services in the GVI's ongoing response to the COVID-19 Pandemic.	Department of Health	Pafford Medical Services, Inc. dba Pafford Medical Service	New	December 31, 2020 - 12:00 am	January 31, 2021 - 12:00 am	<a href="#">P042DOHT21</a>	\$2,441,667.00	Clay Hobbs, COO of Pafford Medical Services, Inc. (1/20/2021)
P002DOHT21	Pafford Medical Services, Inc. dba Pafford Medical Service	Referred to in Contract listed above	n/a	Pafford Medical Services, Inc. dba Pafford Medical Service	n/a	n/a	December 30, 2020 - 12:00 am	P002DOHT21	n/a	n/a