



**CITY OF DETROIT
OFFICE OF CONTRACTING AND PROCUREMENT
REQUEST FOR PROPOSALS**

**RFP NO. 186210
DFD – Supplemental Ambulance Coverage**

Buyer: Jamillah Watkins

EVENT / ACTIVITY	DUE DATE / TIME
ADVERTISEMENT DATE	Monday, October 20 th , 2025
QUESTIONS DUE	Friday, October 31 st , 2025, by 2:00pm EST All questions must be submitted online in the Supplier Portal as indicated in Section 3.3 of this RFP.
ANSWERS DISTRIBUTED	Friday, November 7 th , 2025
PROPOSAL DUE DATE *	Thursday, November 20 th , 2025, by 3:00pm EST In the Supplier Portal as specified in Section 4.5 of this RFP.

* Respondents must [register](#) in Oracle to download bid documents and submit bids. **The City cannot guarantee the accuracy of any bid documents obtained from outside of Oracle, and bids submitted outside of Oracle will not be accepted.** Detailed resources about registering and bidding, including video tutorials and live, virtual office hours, are available at www.detroitmi.gov/suppliersupport.

Questions about the specifics of this RFP must be asked within the [Oracle](#) Messages interface for the bid on or before the date and time indicated above. Questions asked via phone, email, and/or other means will not be answered.

Proposals must be uploaded in [Oracle](#) on or prior to the date and time indicated above. Late and/or emailed proposals will not be accepted.



TABLE OF CONTENTS

Section 1. Project Summary and Background.....3
1.1. PROJECT REQUEST 3
1.2. BACKGROUND/DESCRIPTION OF ENVIRONMENT..... 3
1.3. AWARD CLAUSE INCLUDING RENEWAL OPTIONS 3
Section 2. Statement of Work.....4
2.1. SERVICES TO BE PERFORMED 4
2.2. OPERATIONAL INFORMATION 10
2.3. TECHNICAL INFORMATION 10
Section 3. Proposal Evaluation and Selection Process11
3.1. MINIMUM QUALIFICATIONS 11
3.2. ADHERENCE TO TERMS OF PROPOSALS..... 12
3.3. QUESTION DEADLINE 12
3.4. EVALUATION CRITERIA..... 12
3.5. EVALUATION PROCEDURE 13
3.6. ORAL PRESENTATION/DEMONSTRATION 13
3.7. REJECTIONS, MODIFICATIONS, CANCELLATIONS 13
3.8. PROTESTS 14
Section 4. Required Proposal Content and Submission Process15
4.1. ACCURACY AND COMPLETENESS OF INFORMATION 15
4.2. REQUIRED PROPOSAL CONTENT AND FORMAT..... 15
4.3. REQUIRED COST PROPOSAL 16
4.4. ECONOMY OF PREPARATION 16
4.5. SUBMITTAL INSTRUCTIONS 16
Section 5. General Conditions and Requirements for RFP17
5.1. CONTRACT APPROVAL 17
5.2. PAYMENT..... 17
5.3. INVOICES 17
5.4. ASSIGNMENT 18
5.5. MODIFICATION OF SERVICES AFTER CONTRACT APPROVAL..... 18
5.6. NEWS RELEASE 18
5.7. MISCELLANEOUS..... 18
5.8. OFFICE OF INSPECTOR GENERAL..... 193
RFP Attachments List204



Section 1. Project Summary and Background

1.1. PROJECT REQUEST

The City of Detroit Office of Contracting and Procurement (OCP) on behalf of the Detroit Fire Department (DFD) requests proposals from qualified Respondents to render certain technical or professional services ("Services") as set forth in this RFP to provide supplemental ambulance coverage throughout the City of Detroit.

1.2. BACKGROUND/DESCRIPTION OF ENVIRONMENT

The City of Detroit Fire Department's Emergency Medical Services (EMS) Division provides Detroit residents and visitors with compassionate and professional emergency care. The Detroit Fire Department responds to more than 150,000 emergency medical calls for service each year.

In addition to responding to 911 calls for emergency medical care, the EMS Division also provides medical oversight and command staffing for major events, dignitary visits, and disaster planning while overseeing day-to-day medical operations in the City of Detroit.

In an effort to improve public safety and continue to reduce emergency response times, the DFD seeks to increase the number of EMS providers by supplementing our existing fleet with Contractors.

1.3. AWARD CLAUSE INCLUDING RENEWAL OPTIONS

If a contract is awarded as a result of this RFP, it will be a City of Detroit **Professional Services Contract (Attachment E)**. **The term of the contract will be for one (1) year.** Any renewal option exercised under the Contract is effective only after the approval of the Detroit City Council and signed by the Chief Procurement Officer. **The City anticipates one or multiple awards as a result of the RFP.**



Section 2. Statement of Work

2.1. SERVICES TO BE PERFORMED

SCOPE OF WORK

Provide Supplemental Emergency Ambulance Coverage for the City of Detroit.

Required Services

The Contractor shall operate, maintain and base a certain number of ambulances within the City of Detroit, which shall be used exclusively for response under the proposed Contract. Said ambulances shall be available exclusively for such use for twelve (12) hours per day, seven (7) days a week, unless otherwise specifically agreed upon between the City of Detroit Fire Department and the Contractor, and will be based on the operational needs of the City.

The City of Detroit expects to issue multiple awards through this RFP, seeking a total of up to eighteen (18) ambulances per day during the summer, then a reduced number thereafter. The City retains the discretion to adjust the number of ambulances contracted per day; the City will provide written notice at least fourteen (14) days in advance prior to instituting a reduction in the number contracted ambulances. The City will make every effort to equally distribute any reduction in the number of ambulances between all of the contracted service providers.

The awarded contracts will last for one year, from **February 1, 2026** through **January 31, 2027**, with the option for a one-year renewal at the sole discretion of the City and subject to approval by the Detroit City Council.

The Contract **will not** permit contractors to use subcontractors to meet the obligations under the Contract.

Schedule for Ambulances and Expected Utilization

- a. The schedule for these ambulances will be determined by the City of Detroit and may only be in either twelve (12) or twenty-four (24) hour increments, based upon the operational needs of the City of Detroit Fire Department.
- b. Since summer 2023, private ambulances working with the City of Detroit have averaged approximately five (5) runs per twelve (12) hour shift.

Work Locations

The City has established four geographical primary service areas which are as follows:

- a. (WEST) will be City Limits on the West, Livernois on the East, City Limits / Tireman on the South, City Limits on the North
- b. (CENTRAL) will be Livernois on the West, Van Dyke/Gratiot on the East, Grand River/Ford Freeway on the South, and Eight Mile on the North
- c. (EAST) will be Van Dyke/Gratiot on the West, City Limits (Mack and Harrington) on the East, Eight Mile on the North, and the river on the South
- d. (SOUTHWEST/DOWNTOWN) will be City Limits on the West, Woodward on the East, Detroit River on the South, Tireman / Livernois / Grand River / Edsel Ford Fwy. on the North

Project Objective

To provide pre-hospital emergency response for the City of Detroit.

Response Time

Provide ambulance first response time to medical emergencies within six (6) minutes and thirty (30) seconds (6'30") of being dispatched, 90% of the time, in assigned sector. *Note: Assigned sectors may change based on the operational needs of the City of Detroit Fire Department.*

Quality Assurance Reports

Upon request, the Contractor shall submit a random sampling of ePCR reports to the Fire Department for quality assurance. These reports will be HIPAA-compliant and are subject to the current State of Michigan and [Detroit East Medical Control Authority \(DEMCA\)](#) protocols governing quality assurance.

The frequency and sample size will be determined by the Fire Department after award of the Contract.

The target response time will be verified by a weekly report submitted by the Contractor as required by the Detroit Fire Department. At a minimum, the following data points shall be reported:

- Date
- Run#
- Location
- Ambulance License Level
- Nature
- Time of Call
- Time at Scene
- Hospital Location
- Time at Hospital
- Time in Service
- Reason for Cancellation

Other Reporting, Activity and Requirements

- The Contractor shall be properly insured, compliant with all State and local medical authority (DEMCA) requirements and ensure that all personnel working on ambulances for the purpose of the Contract are also compliant with same.
 - The Contractor(s) selected **must** have and maintain DEMCA endorsement in order to provide services under the Contract.
 - Respondents who do not have DEMCA endorsement may submit bids, however the respondent will not be awarded a contract if they have failed to obtain DEMCA endorsement at the time of award announcement. Respondents who do not have DEMCA endorsement at the time of bid submission, must ensure that bid submission contains a disclosure indicating they do not have DEMCA endorsement at the time of bid submission. It is the respondent's sole responsibility to apply for, meet the necessary requirements, and obtain DEMCA endorsement prior to the award announcement. The respondent must provide proof of endorsement to the City prior to being awarded a contract.
- The Contractor will provide results of internal QA activities with metrics and frequency as determined by the Detroit Fire Department.

- The Contractor shall submit response time data to the Detroit Fire Department weekly. Said report is due Monday at noon for the previous week Sunday to Saturday time period.
- The Contractor shall demonstrate compliance with acceptable standards of care as demonstrated by monthly QA/QI reports as determined by the Detroit Fire Department, and in accordance with all provisions of DEMCA.
- In addition to maintaining State licensing, the Contractor will comply with any and all applicable City, State, Federal, and other applicable laws, including MIOSHA.
- The Contractor will participate as requested in mass casualty exercises, special events, research and joint training as determined by the Detroit Fire Department.

Paramedic/ALS (Advanced Life Support) or BLS (Basic Life Support) Emergency Care Vehicles

- All ambulances routinely provided under the Contract will be either Basic/Basic Life Support or Paramedic/Advanced Life Support emergency care vehicles.
- The definitions of “Advanced Life Support,” “Basic Life Support,” “Ambulance,” “Emergency,” “Emergency Medical Services,” and “Paramedic” for purposes of the Contract are as set forth in PA 368 of 1978, as amended, and as recognized by the Michigan Department of Health and Human Services, Bureau of EMS, Trauma, and Preparedness.
 - Advanced Life Support means advanced patient care that may include any care a Paramedic is qualified to provide by the protocols established by the local medical control authority under section MCL 333.20919.
 - Basic Life Support means patient care that includes any care provided by a Basic Emergency Medical Technician authorized to provide care according to the protocols established by the local medical control authority under section MCL 333.20919.
 - Ambulance means a motor vehicle that is primarily used or designated to provide transportation and basic life support, limited advanced life support, or advanced life support.
 - Emergency means a condition or situation in which an individual declares a need for immediate medical attention for any individual, or where that need is declared by emergency medical services personnel or a public safety official.
 - Emergency Medical Services means the emergency medical services personnel, ambulances, non-transport pre-hospital life support vehicles, aircraft transport vehicles, medical first response vehicles, and equipment required for transport or treatment of an individual requiring medical first response life support, basic life support, limited life support, or advanced life support.
 - Paramedic means an individual licensed under this part to provide advanced life support.

Dispatching Vehicles

All Contractor vehicles shall respond to calls for service only after being dispatched by direct communication from the City of Detroit Fire Department Dispatch Center. Such dispatches may only be cancelled by the DFD Dispatch Center. The City shall not be liable for any costs arising from the Contractors’ vehicles responding to calls under the Contract from the Detroit Fire Department Dispatch Center, or any other source or third party.

The City shall provide the Contractor with access to the City of Detroit Fire Department radio frequency/frequencies or will provide City issued radios and/or mobile telecommunication

equipment for the dedicated ambulances under the Contract and necessary backup at the City's expense. Any non-City dedicated responses shall not be covered under any Contract and shall be the Contractor's responsibility, acting exclusively on its own behalf.

Verification of Assigned Vehicles and Personnel

The City shall have the right, at any time, to verify the number of vehicles assigned by the Contractor to any part of the City under the Contract, the Contractor's personnel and their qualifications, and any other aspects of the Contract that the Contractor is required to meet.

The City may use GPS technology installed on Contractor ambulances to verify the number and location of Contractor ambulances in service at any given time.

If the City provides the Contractor with City-issued radios and/or other mobile telecommunications/technology items such as GPS, computers etc., the Contractor shall ensure that the City-issued equipment is properly cared for by its employees. Equipment that is lost, damaged or stolen due to negligence on the part of the Contractor, will become the financial responsibility of the Contractor. The Contractor shall reimburse the City the cost of the equipment.

Compliance with Federal, State, County and City Requirements

The Contractor and all emergency vehicles owned and/or in use under the Contract shall meet and be equipped to meet, all Federal, State, County and City requirements. Each ambulance shall be well maintained and be of such make and model to ensure the safe and reliable transport of patients.

Each ambulance provided under the Contract shall be staffed to meet all Federal, State, County and City licensing requirements. Contractor personnel shall be required to maintain all licensing qualifications as currently required, and required in the future, while the Contract is in effect.

Privacy of EMS Operations

The Contractor shall not perform, or allow any third party to perform, audio or visual recording of any activity at any time while its ambulances are providing services under the Contract without written permission from the office of the Superintendent of the EMS Division of the Detroit Fire Department. The Contractor shall not allow any riders or observers who are not family members related to a patient aboard its ambulances providing services under the Contract.

HIPAA Responsibility

The Contractor shall be responsible for meeting all requirements of the federal Health Insurance Portability and Accounting Act ("HIPAA"), as amended from time to time.

Fee Schedule (Project Fees)

- The Contractor shall be paid for those services performed pursuant to the Contract a not-to-exceed dollar amount of funding for the term of the Contract. This amount will be based on a fixed per-diem rate per ambulance provided. The Contractor may also provide a fee for a lease unit per hour model on the number of units that the contractor is providing.
- The successful respondent will demonstrate the ability to provide the required services at the not-to-exceed dollar amount or less.
- Payment for the proper performance of the services shall be contingent upon receipt by the City of invoices for payment. Each invoice must be received by the City not more

than thirty (30) days after the close of the calendar month in which the services were rendered and must be signed by an authorized officer or designee of the Contractor.

- Should a Contractor fail to provide the contracted ambulance(s) for the entire duration of a day, the Contractor will be paid a pro-rated amount based upon the amount of time the contracted ambulance is in services and available to respond to calls exclusively for the City of Detroit.
- The City will also explore any other fee models that a vendor submits for this RFP.

Fee Schedule (Project Billing)

- In addition to the fees charged to the City above, the Contractor may charge all users (patients) of their ambulance service according to a set rate and fee schedule as determined by the Contractor. The fees charged by the Contractor shall in no case be higher than the fees charged by the Detroit Fire Department for similar services rendered during the term of the Contract. If the Contractor is selected for the lease per hour model. The City will be charging all users (patients) for ambulance services.
- The Contractor shall be responsible for the collection of any and all fees due and owing to it by the patients furnished with emergency medical care. In no event shall the City be liable to the Contractor for any fees charged by the Contractor except those that are expressly set forth in the Contract.
- The Contractor must submit to the City the Contractor's current fee schedule charged to patients as part of the response to this Request for Proposals.
- The Contractor shall not charge any patients in excess of the fees currently charged by Detroit EMS.
- The billing for the coverage shall be done on a monthly basis and reconciled with the number of service hours supplied to the City for coverage.
- If, during the course of the Contract, the City institutes a program to dismiss or waive outstanding balances not covered by insurance, institutes a pay payment plan, or takes other financial measures to reduce costs associated with ambulance transport, the contractor agrees to institute those plans or measures for persons that were provided care under the Contract.

Compliance with Number of Contracted Ambulances

In the event that the Contractor is unable to staff the number of ambulances as outlined in the Contract, the Contractor shall:

1. Notify Dispatch prior to the start of the assigned Shift,
2. Request "Mutual Aid" from one of the other Suppliers/Contractors who have been contracted with the City to provide the same services, and
3. Document this request for Mutual Aid in an email with names of recipients to be provided at time of award of Contract.

At no time will a Sub-Contractor be used for the purpose of Mutual Aid without prior approval from the City. If the City, at its sole discretion, agrees to allow the use of a Sub-Contractor on a temporary basis, the Sub-Contractor must meet the requirements regarding endorsement, licensure, staffing, etc. The Contractor will be responsible for the payment of any Sub-Contractor.

Any and all changes to ambulance availability after the Start of Shift will be communicated by the Contractor to Dispatch.



Insurance

During the term of the Contract, the Contractor shall maintain the following insurance, at a minimum and at its expense:

TYPE:	AMOUNT NOT LESS THAN:
Automobile Liability Insurance (covering all owned, hired and non-owned vehicles with personal and property protection insurance, including residual liability insurance under Michigan no fault insurance law)	\$1,000,000.00 combined single limit for bodily injury and property damage
Commercial General Liability Insurance (Broad Form Comprehensive)	\$1,000,000.00 each occurrence \$2,000,000.00 aggregate
Workers' Compensation	Michigan Statutory minimum
Employers' Liability	\$500,000.00 minimum each disease
Errors & Omissions	\$2,000,000.00 each occurrence
Professional Liability	\$2,000,000.00 each occurrence
Cyber Coverage	\$1,000,000.00 each occurrence
Umbrella Liability	\$1,000,000.00 each occurrence \$1,000,000.00 aggregate

The commercial general liability insurance policy shall include an endorsement naming the "City of Detroit" as an additional insured. The additional insured endorsement shall provide coverage to the additional insured with respect to liability arising out of the named insured's ongoing work or operations performed for the additional insured under the terms of this Contract. The commercial general liability policy shall state that the Contractor's insurance is primary and not excess over any insurance already carried by the City of Detroit and shall provide blanket Contractual liability insurance for all written Contracts.

Each such policy shall contain the following cross-liability wording: "In the event of a claim being made hereunder by one insured for which another insured is or may be liable, then this policy shall cover such insured against whom a claim is or may be made in the same manner as if separate policies had been issued to each insured hereunder."

All insurance required by this Contract shall be written on an occurrence-based policy form, if the same is commercially available.

The Commercial General Liability policy shall be endorsed to have the general aggregate apply to the Services provided under this Contract only.

If during the term of this Contract changed conditions or other pertinent factors should, in the reasonable judgment of the City, render inadequate the insurance limits, the Contractor shall furnish on demand such additional coverage or types of coverage as may reasonably be required under the circumstances. All such insurance shall be effected at the Contractor's expense, under valid and enforceable policies, issued by insurers licensed to conduct business in Michigan and are otherwise acceptable to the City.

All insurance policies shall name the Contractor as the insured. Certificates of insurance evidencing the coverage required by this Article 10 shall, in a form acceptable to the City, be submitted to the City prior to the commencement of the Services and at least fifteen (15) days

prior to the expiration dates of expiring policies. In the event the Contractor receives notice of policy cancellation, the Contractor shall immediately notify the City in writing.

The Contractor shall be responsible for payment of all deductibles contained in any insurance required under this Contract. The provisions requiring the Contractor to carry the insurance required under this Article 10 shall not be construed in any manner as waiving or restricting the liability of the Contractor under this Contract.

2.2. OPERATIONAL INFORMATION

Awarded Contractors will work closely with City agency staff.

The Respondent is expected to provide service in accordance with the terms of the executed contract and under the rules, regulations, and supervision of the City.

2.3. TECHNICAL INFORMATION

The City of Detroit is committed to centralizing and warehousing data for the purpose of improving service delivery and enabling cross departmental analytics. For this reason, we expect Contractors, contractual relationships, and resulting software platforms to enable data access, data interoperability, warehousing of resulting data, and adherence to City data standards.

Specifically, the City minimally requires:

- Access to any data via APIs in a machine-readable format.
- Full documentation of APIs (including field names and objects) and the database schema used by the application.
- Ability for City to push data as needed to these software systems to update base datasets.
- Any location-based data or platform utilizes the City’s Base Units geocoder, Base Units Database, and/or address data standards as applicable. For more information see: <https://base-units-detroitmi.hub.arcgis.com/pages/about-base-units>
- The ability for the City to use and govern this data as it deems necessary-
- centralizing it, porting it into other systems, and using it for additional and future organizational needs.

The City prefers:

- System or platform has the capacity to store field-level metadata and display it in the user interface when appropriate
- API is able to provide data in a JSON format.
- Data system or data exports integrate easily with ESRI products including feature services.
- Systems or platforms that support data exchanges (pushes and pulls) that can happen dynamically.

Specifications, Change of Specification, and Errors or Omission. Specifications which refer to brand names are given for reference. Respondents may quote on equivalent articles, provided that brand name and catalog number(s) and any deviations are noted on the bid form and complete descriptive literature is furnished. Exceptions will state “Do Not Substitute.” The decision of the City shall be final.



Section 3. Proposal Evaluation and Selection Process

3.1. MINIMUM QUALIFICATIONS

Proposals will only be accepted from those firms demonstrating the following qualifications:

1. Minimum Experience

Respondent must have been operating an ambulance transportation service continuously providing ALS emergency services for a minimum of three (3) government agencies in the last five (5) years. For the purposes of this RFP gurney/wheelchair services will not be considered “Ambulance transport”.

Respondents must have been providing ambulance transportation services to a population of at least 100,000 for a period of three (3) years in the last five (5) years. Respondents who have provided services to populations of less than 100,000 in a single location but provide services in multiple locations with a combined population of 100,000 or more will be eligible for this RFP.

2. Organizational Disclosures

Respondent must be a single legally established entity and must provide the following information about its organization, experience, litigation, licenses, investigations, and other items:

a. Licenses and Permits

Respondent shall provide copies of business and professional licenses, permits or certificates required by the State of Michigan to provide Emergency Medical Services via Ambulance. If Respondent does not have a local operation, examples of state licenses, and local permits for other operational locations may be submitted to fulfill this requirement. Licenses shall include but are not limited to:

1. State of Michigan EMS licenses for the Respondent’s company and all staff members
2. Current State of Michigan licenses, vehicle registrations, and most recent inspection reports for each ambulance in fleet
3. Current and valid, state-issued Driver’s licenses for each vehicle driver [license must have been held in good standing for at least two (2) years]
4. Valid Advanced Cardiac Life Support (ACLS) certification issued by the American Heart Association for each paramedic
5. Valid Basic Life Support (BLS) certification issued by the American Heart Association for each paramedic

3. Insurance

Respondent must have the insurance coverage specified in Section 2 and show proof by submitting a Valid, current Certificate of Insurance with their proposal documents. If Respondent does not currently have each type of coverage listed in Section 2 at the time of proposal submission, they must obtain and provide valid Proof of Insurance before receiving a contract award.



3.2. ADHERENCE TO TERMS OF PROPOSALS

A proposal, once accepted by the City of Detroit, may become a binding contractual obligation of the Respondent. The failure of a successful Respondent to accept this obligation and to adhere to the terms of the Respondent’s proposal may result in rejection of the proposal and the cancellation of any provisional award to the respondent. Respondents are not permitted to take advantage of any errors or omissions in specifications since full instructions will be given should they be discovered before bid submission date.

3.3. QUESTION DEADLINE

All questions regarding the RFP shall be submitted through the Supplier Portal no later than the time and date specified on the Cover Page. In the interest of transparency, only written questions will be accepted. Answers to questions will be posted within the Supplier Portal. The City of Detroit does not guarantee a response to questions submitted after the question deadline.

Should a Respondent be in doubt as to the true meaning of any portion of this RFP or find any patent ambiguity, inconsistency, or omission herein, the Respondent must make a written request for an official interpretation or correction in accordance with the instructions for submitting questions as specified in this RFP.

Respondents are advised that no oral interpretation, information or instruction by an officer or employee of the City of Detroit shall be binding upon the City of Detroit.

Respondents requesting changes to the RFPs terms and conditions, specifications, quantities, etc.; or if clarifications are needed, must make the request in writing by the stated bid submission deadline.

3.4. EVALUATION CRITERIA

Criteria 1 – Respondent Experience / Organization (Attachment A – Part 1)

Criteria 2 – Respondent Capacity (Attachment A – Part 2)

Criteria 3 – Proposal Introduction and Solution / Approach (Attachment B)

Criteria 4 – Pricing (Attachment C)

Technical Proposals will be evaluated before Cost Proposals are reviewed.

Proposal Evaluation Criteria	Possible Points
1. Company history, experience and prior performance	15
2. Capacity (Including team size, individual qualifications and experience)	20
3. Solution and Approach (Including the overall technical approach, project management plan, and ability to meet response time and provide high level critical care)	25
4. Pricing	5
Total Points Possible	65



PHASE TWO CRITERIA – PRIME CONTRACTOR ECONOMIC DEVELOPMENT

Proposal Evaluation Criteria	Possible Points
1. Detroit Headquartered Business	15
2. Detroit Based Business	5
Total Points Possible	15

Maximum points for phase two not to exceed fifteen (15) points.

PHASE THREE CRITERIA ECONOMIC DEVELOPMENT & CONTRACT PERFORMANCE OF PRIME AND SUBCONTRACTOR(S)

Proposal Evaluation Criteria	Possible Points
1. Detroit Headquartered Business	20
2. Detroit Based Business	10
Total Points Possible	20

Maximum points for phase three not to exceed twenty (20) points.

3.5. EVALUATION PROCEDURE

Following the receipt of proposals, a City designated Evaluation Committee will evaluate each response. All PROPOSALS, which meet the required format of this RFP, will be evaluated. Any proposals determined to be non-responsive to the specifications or other requirements of the RFP, including instructions governing submission and format, will be disqualified unless the City determines, in its sole discretion, that non-compliance is not substantial or that an alternative proposed by the Respondent is acceptable.

The City may also, at its discretion, request oral presentations, make site visits at Respondent’s facility and may request a demonstration of Respondent’s operations. If scheduled, a final determination will be made after the oral presentations and/or demonstrations are complete.

The City may also at its sole discretion, elect to rank order the qualified proposals, and negotiate with some limited number of the highest scored qualified respondents. A final determination would include the cumulative inputs of this evaluation procedure. All decisions reached by the Evaluation Committee will be by consensus.

Any of the additional data specs and standards described in Section 2.3 that are met will be factored positively into the overall score.

3.6. ORAL PRESENTATION/DEMONSTRATION

The City reserves the right, at its own discretion, to request oral presentations regarding proposals submitted in response to the RFP. Failure to make an oral presentation will be grounds for rejection of your proposal. Respondents will be notified by the Office of Contracting and Procurement of the date, time and location for oral presentations.

3.7. REJECTIONS, MODIFICATIONS, CANCELLATIONS

The City of Detroit expressly reserves the right to:

- 1) accept or reject, in whole or in part, any and all proposals received;
- 2) waive any non-conformity;
- 3) re-advertise for proposals;
- 4) withhold the award for any reason the City determines;
- 5) cancel and/or postpone the request for proposals, in part or in its entirety, and/or,
- 6) take any other appropriate action that is in the best interest of the City.

This RFP does not commit the City of Detroit to award a contract, to pay any cost incurred in the preparation of a proposal under this request, or to procure or contract for services.

3.8. PROTESTS

Protests can be filed with the Office of Procurement. Interested parties aggrieved by a solicitation or the award of any resulting contract, may file written notice of protest to the following:

**City of Detroit Chief Procurement Officer
2 Woodward Avenue, Suite 1008
Detroit, MI 48226
“Procurement Protest”**

At a minimum, such protests shall include:

- 1) name of protestor.
- 2) solicitation/contract number and description; and
- 3) statement of grounds for protest (reference specific text in the solicitation, bid or contract document that is at issue).

The decision of the Chief Procurement Officer and/or the Department Director are final and is not subject to appeal.



Section 4. Required Proposal Content and Submission Process

4.1. ACCURACY AND COMPLETENESS OF INFORMATION

All information pertaining to the prospective respondent’s approach in meeting the requirements of the RFP shall be organized and presented in the prospective respondent’s proposal. The instructions contained in this RFP must be strictly followed.

Accuracy and completeness are essential. Omissions and ambiguous or equivocal statements will be viewed unfavorably and may be considered in the evaluation. Since all or a portion of the successful proposal may be incorporated into any ensuing contract, all prospective respondents are further cautioned not to make any claims or statements that cannot be subsequently included in a legally binding agreement.

4.2. REQUIRED PROPOSAL CONTENT AND FORMAT

To be considered responsive, each proposal must, at a minimum, respond to the following RFP sections in their entirety, responses must be uploaded in the Supplier Portal along with the Affidavit of Disclosure Interests Form and Non- Collusion Affidavit found under requirements section of the of RFP#186210:

Required Response Item*	
1.	Letter of Transmittal The prospective respondent’s proposal shall include a letter of transmittal signed by an individual or individuals authorized to bind the prospective respondent contractually. The letter must state that the proposal will remain firm for a period of one hundred twenty (120) days from its due date and thereafter until the prospective respondent withdraws it, or a contract is executed, or the procurement is terminated by the City of Detroit, whichever occurs first.
2.	Attachment A – Respondent Questionnaire Respondent shall provide their Proposal Introduction and Experience / Capacity & Staffing, per the requirements provided in Attachment A.
3.	Attachment B – Proposal Introduction and Solution / Approach Respondent shall provide their Proposal Introduction and Solution / Approach, per the requirements provided in Attachment B.
4.	Attachment C – Pricing Respondent shall provide their Pricing proposal, per the requirements provided in Attachment C.
5.	Attachment D – Forms, Affidavits and Documents Respondent is required to provide the completed Forms, Affidavits, Insurance and Documents included in Attachment D.
6.	Attachment E – Model Professional Services Contract Respondent shall provide their agreement to the Model Professional Services Contract or provide details of any exceptions with their Proposal Solution and Approach

****REQUIRED ITEMS NOT SUBMITTED MAY RESULT IN PROPOSAL DISQUALIFICATION. IT IS THE SOLE RESPONSIBILITY OF THE RESPONDENT TO VERIFY THE COMPLETION OF SUBMITTALS BEFORE THE DEADLINE.***

4.3. REQUIRED COST PROPOSAL

Respondents are requested to make a firm cost proposal to the City of Detroit, through the completion of **Attachment C**. If a contract is entered into as a result of this RFP, it will be a contract for fees as related to providing all requested services, with a price not to exceed the total price quoted in the proposal. The City of Detroit reserves the right to select proposals from the most responsible Respondents with the most reasonable costs. The City reserves the right to select one or more firms to perform all or separate parts of this function.

4.4. ECONOMY OF PREPARATION

Proposals should be prepared simply and economically providing a straightforward, concise description of the Respondent’s ability to meet the requirements of the RFP. Emphasis should be on the completeness and clarity of content.

4.5. SUBMITTAL INSTRUCTIONS

All proposals **must** be submitted through the Supplier Portal. Each Respondent is responsible for ensuring that its proposal is received by the City on a timely basis. **Faxed or mailed proposals will not be accepted.**

Firms shall not distribute their proposals to any other City office or City employee. Proposals received become the property of the City. The City is not responsible for any costs associated with preparation or submission of proposals. All proposals submitted by the due date will be recorded in the Supplier Portal. Responses received **will not** be available for review. Proposals received will be subject to disclosure under the state of Michigan’s Freedom of Information Act. An officer of the company authorized to bind the company to a contractual obligation with the City must sign the proposals in the Supplier Portal. The successful respondent will receive an award letter. Respondents who are not awarded will receive a notification that the award decision has been made.

E-Procurement Open Assistance Sessions		
Learning How to Navigate Oracle		
To join E-Procurement experts for Oracle demonstrations and Q&A pick one of the time slots		
Virtual Learning Session (30 min. each)	Day & Time Option 1	Day & Time Option 2
Supplier Registration	Mondays, 10:30 AM	Thursdays, 1:00 PM
Supplier Profile Updates	Mondays, 11:30 AM	Thursdays, 1:30 PM
Responding to Bids	Mondays, 9:30 AM	Fridays, 9:30 AM
Invoicing	Tuesdays, 1:30 PM	Fridays, 11:30 AM
Online Office Hours (General)	Tuesdays, 3:00 PM	Wednesdays, 9:30 AM

The E-Procurement Team can be reached by email at procurementinthecloud@detroitmi.gov.

E-Procurement Open Assistance Sessions: <https://detroitmi.gov/SupplierSupport>



Section 5. General Conditions and Requirements for RFP

5.1. CONTRACT APPROVAL

Upon contract award, the City and the successful Respondent shall execute a professional services contract, which shall contain all contractual terms and conditions in a form provided by the City. No contract shall become effective until the contract has been approved by the required City Departments and Detroit City Council and signed by the City of Detroit Chief Procurement Officer. Prior to the completion of this approval process, the successful Respondent shall have no authority to begin work under the contract. The Chief Financial Officer shall not authorize any payments to the successful Respondent prior to such approvals; nor shall the City incur any liability to reimburse the successful Respondent regarding any expenditure for the purchase of materials or the payment of services.

5.2. PAYMENT

All properly executed invoices submitted by the successful Respondent will be paid in accordance with the City of Detroit Prompt Payment Ordinance.

5.3. INVOICES

Vendors must be registered in City of Detroit Vendor Portal and be a registered vendor with the City of Detroit to submit invoices and receive payments. Go to <http://www.detroitmi.gov/Supplier> to register.

AUTHORIZATION TO COMMENCE WORK OR SHIP GOODS – READ CAREFULLY!!!

Contractors may begin work or ship goods upon receipt of the required authorization, which is the CPA (Contract Purchase Agreement), in addition to *SPO (Standard Purchase Order)*, from Procurement.

The CPA (City Council Approved and Awarded Contract Purchase Agreement) alone is NOT authorization to begin work! NO letter of Intent, or Letter to Commence Work will be issued.

****Work commencing without issuance of the SPO is subject to Payment Delays and/or Non-Payment! ****

Required vendor steps to invoice:

- 1) Invoices should NOT be uploaded until the Contractor receives confirmation of review and approval from the City of Detroit.
- 2) Vendors should submit their invoices via City of Detroit Vendor Portal. Portal invoice amount and creation date must match the date on attached invoice. Please follow the below invoice requirements:

Invoice MUST contain or have as attachment:

- Vendor Name and address on Invoice
- Contact Info on Invoice (Accounts Receivable contact with phone and email)
- Remittance information (MUST be included, or the invoice is subject to rejection)
- City of Detroit contact (person who authorized work to commence)

- Invoice Date
- Date of service/delivery
- Contract number
- Purchase order number
- Total Invoice amount
- The wording “ Goods/Services” (must be noted on every invoice)

Other invoice requirements:

- Invoice must be billed based on Purchase Order rates
- Total invoice amount must tie to the total supporting documents
- Supporting documentation must be attached to the invoice in the portal

Terms are standard NET 30 Days, unless otherwise negotiated, and start from the invoice receipt date, provided that the invoice is submitted timely to our AP department with the necessary supporting documentation.

If you need payment assistance, please contact the Office of Departmental Financial Services (ODFS) 313-410-7804.

5.4. ASSIGNMENT

The services to be performed by the successful Respondent shall not be assigned, sublet, or transferred, nor shall the successful Respondent assign any monies due or to become due to him under any contract entered into with the City pursuant to these specifications, without prior written approval of the City.

5.5. MODIFICATION OF SERVICES AFTER CONTRACT APPROVAL

The City reserves the right to modify the services provided by the successful Respondent awarded a contract. Any modification and resulting changes in pricing shall be made by amendment to the contract by the successful Respondent and the City.

5.6. NEWS RELEASE

News releases pertaining to these proposal specifications or the provisions to which they relate shall not be made without prior approval of the City and then only in coordination with the City.

5.7. MISCELLANEOUS

It shall be the responsibility of the Respondent to thoroughly familiarize themselves with the provisions of these specifications. After executing the contract, no consideration will be given to any claim of misunderstanding.

The Respondent agrees to abide by the rules and regulations as prescribed herein by the City as the same now exists or may hereafter from time to time be changed in writing.

Contractors are encouraged to contract with small and minority businesses, women's business enterprises, labor surplus area firms and Detroit businesses. The City strongly encourages the hiring of Detroit residents whenever possible by contacting Detroit At Work for your hiring needs. Visit the Detroit At Work website at www.detroitatwork.com for specific contact information regarding these opportunities.

Contractors are encouraged to employ innovative approaches, including ethically and responsibly leveraging artificial intelligence and advanced technologies, to enhance goods delivery, services, and operational performance. Vendors using AI solutions will be asked to provide information on how the AI solution functions.

5.8. OFFICE OF INSPECTOR GENERAL

- 5.8.1. In accordance with Section 2-106.6 of the City Charter, the Contract shall be voidable or rescindable at the discretion of the Mayor or Inspector General at any time if a Public Servant who is a party to the Contract has an interest in the Contract and fails to disclose such interest.
- 5.8.2. The Contract shall also be voidable or rescindable if a lobbyist or employee of the contracting party offers a prohibited gift, gratuity, honoraria or payment to a Public Servant in relation to the Contract.
- 5.8.3. A fine shall be assessed to the Contractor in the event of a violation of Section 2-106.6 of the City Charter. If applicable, the actions of the Contractor, and its representative lobbyist or employee, shall be referred to the appropriate prosecuting authorities.
- 5.8.4. Pursuant to Section 7.5-306 of the City Charter, the Inspector General shall investigate any Public Servant, City agency, program or official act, contractor and subcontractor providing goods and services to the City, business entity seeking contracts or certification of eligibility for City contracts and person seeking certification of eligibility for participation in any City program, either in response to a complaint or on the Inspector General's own initiative in order to detect and prevent waste, abuse, fraud and corruption.
- 5.8.5. In accordance with Section 7.5-310 of the City Charter, it shall be the duty of every Public Servant, contractor, subcontractor, and licensee of the City, and every applicant for certification of eligibility for a City contract or program, to cooperate with the Inspector General in any investigation pursuant to Article 7.5, Chapter 3 of the City Charter.
- 5.8.6. Any Public Servant who willfully and without justification or excuse obstructs an investigation of the Inspector General by withholding documents or testimony, is subject to forfeiture of office, discipline, debarment or any other applicable penalty.
- 5.8.7. As set forth in Section 7.5-308 of the City Charter, the Inspector General has a duty to report illegal acts. If the Inspector General has probable cause to believe that any Public Servant or any person doing or seeking to do business with the City has committed or is committing an illegal act, then the Inspector General shall promptly refer the matter to the appropriate prosecuting authorities.

For purposes of this Article: "Public Servant" means the Mayor, members of City Council, City Clerk, appointive officers, any member of a board, commission or other voting body established by either branch of City government or the City Charter, and any appointee, employee or individual who provides services to the City within or outside of its offices or facilities pursuant to a personal services contract.



RFP Attachments List

The following Attachments are available to download on the Supplier Portal.

Attachment A - Respondent Questionnaire

Attachment B - Proposal Introduction and Solution / Approach

Attachment C - Pricing

Attachment D - Forms, Affidavits and Documents

Attachment E - Model Professional Services Contract