CITY OF DETROIT
OFFICE OF CONTRACTING AND PROCUREMENT
REQUEST FOR PROPOSALS

RFP NO. 549510
Language Translation and Interpretation Services

Buyer: Ashley Franklin

EVENT / ACTIVITY	DUE DATE / TIME
ADVERTISEMENT DATE	Friday September 11, 2026
PRE-PROPOSAL CONFERENCE	Thursday September 24, 2026 at 1:00PM EST
Microsoft Teams meeting **Join:** https://teams.microsoft.com/meet/226075348170390?p=E9RCFjxjefSsS0oy2l Meeting ID: 226 075 348 170 390 Passcode: Bv7gE2cH Need help? | System reference **Dial in by phone** +1 469-998-6602,,707235059# United States, Dallas Find a local number Phone conference ID: 707 235 059# For organizers: Meeting options | Reset dial-in PIN	
QUESTIONS DUE	Friday, October 9, 2026 by 3:00PM EST All questions must be submitted online in the Supplier Portal as indicated in Section 3.3 of this RFP.
PROPOSAL DUE DATE *	Monday October 19, 2026 by 3:00PM EST In the Supplier Portal as specified in Section 4.5 of this RFP.

* Respondents must register in EUNA Bonfire to download bid documents and submit bids. **The City cannot guarantee the accuracy of any bid documents obtained from outside of EUNA, and bids submitted outside of EUNA Bonfire 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 EUNA Bonfire 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 EUNA Bonfire on or prior to the date and time indicated above. Late and/or emailed proposals will not be accepted.

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Section 1. Project Summary and Background

1.1. PROJECT REQUEST

The City of Detroit Office of Contracting and Procurement (OCP) on behalf of x department requests proposals from qualified Respondents to render certain technical or professional services ("Services") as set forth in this RFP to provide interpretation and translation services to the City of Detroit

1.2. BACKGROUND/DESCRIPTION OF ENVIRONMENT

The City of Detroit aims to provide all residents, including Limited English Proficiency (LEP) individuals, access to vital information, programs, services, and processes. Detroit is a diverse city with substantial LEP populations, including residents most comfortable speaking Arabic, Bengali, French, Spanish, and other languages, as well as dialects of the most commonly spoken languages other than English.

The city adheres to a local ordinance mandating that public-facing City departments plan to and do provide language services to residents who need them to participate in City government or access essential City programs or services. The City's Language Access Ordinance also mandates that each department display translated signage and offer a set of vital translated documents, and that departments be prepared to offer translation and interpretation services quickly during emergencies.

The City requires interpretation for a variety of meetings, most critically, two- to four-hour City Council meetings, which occur at least six times per week, with the exception of the months of August and December, during City-observed holidays, and other brief recesses throughout the year. City Council meetings are broadcast live, and may be posted online, including on social media platforms. Residents have the option to attend Council meetings remotely. Additionally, during the month of March and into early April, Council meets for full-day budget hearings.

Additional regularly scheduled meetings where interpretation is often required include approximately 15 board and commission meetings per month, and more during the month of March when the City reviews property tax assessment appeals at twice daily meetings. Interpretation will also be required on an episodic or by-request basis for community meetings, hearings, one-on-one meetings between City staff and residents, and others.

On-demand interpretation services are often needed for residents conducting City business. For Council, board, commission, and other meetings, on-site, spoken language or video remote (VRI) services using Zoom or similar conferencing platforms may be requested. In-person interpretation will be provided almost exclusively in the City of Detroit at sites including parks, recreation centers or other community civic buildings, and churches. Requests may call for simultaneous or consecutive interpretation.

Translation services are needed for vital City documents according to the Language Access Ordinance, as noted above. Vital documents may include applications, forms, notices of action or decision, tests, brochures, and signage, In addition, the City's Community Outreach Ordinance mandates community outreach for a variety of events. Event-related literature may include flyers, postcards, brochures, and presentations.

In offering these services, the City above all aims to provide excellent service so that all residents enjoy equitable access to full participation in City government.

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 two (2) years.** Any renewal option exercised under this 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

Service capacity, general
The city seeks respondents able to handle a high volume of requests, e.g. up to 6,000 requests per year. Respondents should be available to accommodate requests on an 'on call' basis 24/7/365. Respondents should meet deadlines.

Service provision
Respondents propose to provide interpretation and translation services through certified interpreters and translators for the City of Detroit as specified below:

a. **Interpretation mode and method**: Interpretation mode/method options to include in-person, video remote, and telephonic. Interpreters should be comfortable working with and have access to Zoom and similar videoconferencing platforms (see "Technology Equipment Requirements" below). Interpretation may be simultaneous or consecutive.

b. **Interpretation sites and situations:** The City wishes to offer interpretation for approximately 275 City Council meetings and 50-100 board and commission meetings annually. In addition, the City may request interpretation for community meetings, hearings, one-on-one meetings between City staff and residents, and other meetings, as well as voice-overs.

   In-person services will be almost entirely in the City of Detroit, encompassing a 139 square mile area. In-person interpretation will take place on City property such as parks, recreation centers, and government buildings, or on private property such as churches or places of business.

   Meetings may be broadcast live on television and posted online, for example, on the City's website and social media outlets.

c. **Translation:** The respondents shall provide translation of, at minimum, 200 documents per year, including flyers, applications, forms, signage, and notices of programs and services. Respondents must specify their translation process. Respondents must have creative copyediting capabilities. Respondents has no minimum word count for translations

d. **Languages:** At minimum, respondents must offer services in Arabic, Bengali, Braille, French, and Latin American Spanish, with offerings for dialect variations. Broader language services options should include the nation's most commonly spoken languages.

e. **Service provision parameters:** Respondents should be able to provide interpretation services during normal business hours and outside of normal business hours upon request, i.e. Monday – Friday 5:30PM – 8:30PM, some Saturdays and Sundays 8:00AM – 8:30 PM. Must be able to provide an emergency line in case an in-person interpreter is unavailable or cancels abruptly, and option for alternative service provision, for example, interpretation via phone or videoconferencing platform. The City is able to choose preferred interpreters based on availability.

   Telephonic interpretation shall be provided by primarily native tongue speakers, to be offered 24x7x365 and on-demand with access through a toll free number and an access code for the City's most-requested languages (in Arabic, Bengali, Braille, French, and Latin American Spanish.) Supplier shall not have a minimum time for provision of telephonic interpretation services.

f. **Service scheduling and processing time:** Translation and interpretation requests may be sent through agencies' online software, email or by phone, providing ability for scheduling 24x7x365. The City will provide three to five days' for requested interpreters or translations, when possible. Respondents shall offer two to four days' processing time between request and service delivery for interpretation and translation. Respondents shall offer two to four hours' processing time for emergency translation requests of simple documents up to 350 words.

g. **Equipment:** Respondents should be able to provide equipment for on-site interpretation upon request, including but not limited to transmitters, receivers, and headsets and/or earbuds.

Quality assurance

Respondents will maintain high standards for interpretation and translation services, as evidenced by the following:

a. **Customer service availability:** Respondents must be open and available during normal business hours (Monday – Friday 8AM-5PM Eastern Standard Time), with timely response to questions and issues.

   In addition, respondents should be able to provide interpretation services outside of normal office hours upon request (Monday – Friday 5:30PM – 8:30PM, some Saturday's and Sunday's 8:00AM – 8:30 PM) for other departmental meetings with residents in which interpretation services are needed. Must be able to provide an alternative option if an in-person interpreter is unavailable.

   Agency has a software scheduler or coordinator.

b. **Certification and compliance:** Interpretation and translation respondents and staff must have and maintain current all required State licensing and certifications specified below. These must be current prior to receiving any assignment.

Interpreters
At minimum, the City requests that interested applicants be CIG (Certified Interpretive Guide) certified. The City also recognizes CIT, CIH, and CIP certifications.

The City of Detroit requests that interested applicants are at minimum HIPAA compliant, and ideally, HIPAA/HITECH/FERPA compliant.

Translators
The City requests that translators are certified under ATA or other industry-recognized standard. In addition, medical certification is desirable.

c. **Delivery standards:** Respondents employs interpreters and translators who are proficient speakers in the languages in which they work, and can communicate fluently in both English and requested languages.

Interpretation
Respondents provides assigned interpreters' names and contact information (for prep and presentation materials) and is available to coordinate entry/set-up. Interpreters arrive early or on time for the job assignment. Interpreter displays professional personal presentation (positive attitude, politeness, business attire dress code) for on-site interpreting and/or online interpreting. Interpreter maintains professional standards and flexibility in communicating with City contact person(s).

Translation
All translations, including auto-translated documents and those provided on an expedited (2-4 hour) basis, should be proofread prior to delivery and submitted timely.

d. **Quality standards:** Translations and interpretations should convey the message accurately and impartially.

Interpretation
Interpreters should speak clearly and have exceptional observation skills that enable the communication of tone, facial expressions, and body language. Interpreters should communicate relevant aspects of client's surroundings.

For VRI services, including Zoom or other videoconferencing platforms, Respondents shall have technology capabilities that facilitate communication free of technical difficulties. See "Technical Information" below.

Translation
Translations must meet ISO 17100 requirements. Translations must use correct terminology; translations or revision is ideally completed by native speakers.

2.2. OPERATIONAL INFORMATION

Awarded Respondents 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

For remote interpreting meetings through Zoom or other video conferencing technology, the Contractor shall have real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video without lag, and/or choppy, blurry, or grainy images to allow no pauses in communication.

The video image should clearly display the interpreter's face, arms, hands, and fingers, and the face, arms, hands, and fingers of the person if using sign language, regardless of their body position.

City Data Standards

The City is committed to centralizing and warehousing Data for the purpose of improving service delivery and enabling cross departmental analytics. The System must enable Data access, Data interoperability, warehousing of resulting Data, and adherence to City data standards which the City has provided to the Respondents for review.
Specifically, the System requires:

- We require access to all System data for automated data warehousing purposes, provided through **at least one** of the following machine-readable methods:
  - **Preferred:** Direct database access, or access to a reporting database (ODBC-compatible)
  - **Alternative:** API access providing data in one or more of the following formats: JSON, CSV, or XML
- Full documentation of APIs (including field names and objects) and the database schema used by the application.
- Ability for City to programmatically update data within the System as needed via API
- Any location-based data or platform utilizes the City's base units geocoder, Base Units Database, and/or address Data standards as applicable.
- The ability for the City to use and govern Data as it deems necessary--centralizing it, porting it into other systems, and using it for additional and future organizational needs.
- Data collected, transferred and stored meet minimum standards to ensure confidentiality, integrity and availability.
- Data to meet compliance rules / regulations in order to ensure the sensitive digital assets are guarded against loss, theft and misuse. These rules come in a number of forms including applicable industry compliance / standards (i.e. HIPAA, PII, PCI-DSS, NIST, ISO), state or federal-level laws or even supra-national regulations.
- The System must have 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.

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

- Respondents **must** demonstrate that they have a minimum of five (5) years providing translation and interpretation services.
- Respondents **must** provide an organizational chart along with resumes for staff who will carry out the above-listed scope of work if awarded.
- Respondents **must** provide evidence of certification. Example, ATS certification number.
- Respondents **must** provide proof of completion of HIPAA Compliance Training.

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 in the solicitation. 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

Technical Proposals will be evaluated before Cost Proposals are reviewed.

Proposal Evaluation Criteria	Possible Points
1. Relevant Experience	**30**
2. Capacity (Key staff, resumes, org chart)	**15**
3. Strength of Proposal	**20**
4. Availability	**15**
5. Pricing	**20**
Total Points Possible	**100**

1. Relevant Experience
    a. Certified interpreters and translators have demonstrated experience of working in the Detroit community.
2. Capacity
    a. The Contractor has adequate number of interpreters and translators, both freelance and staff, to accommodate high volume of requests in Arabic, Bengali, French, and Spanish.
3. Strength of Proposal
    a. The Contractor understands the scope of work, is familiar with the City's programs and services, and adheres to relevant local, state and federal laws.
4. Availability
    a. The Contractor is able to accommodate requests in person and via video conference during business hours and after hours, weekends, and receives requests on short notice.

    b. The Contractor is able to respond within 24 hours to process a request, and is available by email, phone, and/or portal.

Detroit Equalization Credits according to the following table shall be applied after the technical and price evaluation. (Please see Equalization Credit Statement for more information.) Valid CRIO certificate(s) for the Prime and/or Sub Respondents must be submitted with the bid response in order to be eligible for equalization credits)

Detroit Equalization Credits – Prime Respondents	Possible Points
Detroit Headquartered Business	5
Detroit Based Business	2
Detroit Resident Business	5
Construction Workforce Investment Business (Construction over $1M)	3
Construction Workforce Development Business	3
Detroit Small Business	1
Detroit Micro Business Concern	2
Joint Venture	2
Mentor Venture	1

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

An actual or prospective bidder whose direct economic interest would be affected by the award of a contract, or by the failure to award a contract, has the right to protest any aspect of the solicitation, evaluation, or selection process of this City of Detroit procurement. All protests must be submitted in writing and received by the applicable deadline stated below.

Filing Deadlines

Protest of solicitation terms. A protest challenging the terms of this solicitation must be received by the City no later than 4:00 p.m. EST on the business day prior to the scheduled solicitation closing date. Failure to meet this deadline waives the protester's ability to challenge the terms of the solicitation.

Protest of contract award. Where this solicitation results in a contract award, a protest challenging the award must be received by the City no later than 4:00 p.m. EST on the fifth (5th) business day after the award. Failure to meet this deadline waives the protester's ability to challenge the contract award.

How to Submit

All protests must be submitted in writing through the designated procurement portal in which this solicitation was posted. Protests submitted by any other method will not be accepted. The City is not required to consider any material filed after the applicable protest deadline unless the Chief Procurement Officer specifically requests it.

Required Content of a Protest

A protest must be in writing and must contain all of the following:

1. The protester's contact information (name, business name, address, phone, and email).
2. The solicitation reference number.
3. A concise statement of whether the protester is contesting the terms of the solicitation or the award of the contract, including a description of the specific law, procurement policy, or guiding provision the City is alleged to have violated.
4. A detailed statement of the relevant facts underlying the protest, with supporting documents attached as necessary. This statement must indicate whether the protester is an

actual or prospective bidder and must describe facts demonstrating the protester's direct economic interest in the outcome.

5. Identification of any proposed action the protester recommends be taken, and the protester's rationale for that action.
6. If submitted by an organization, the signature of an officer of that organization; otherwise, the signature of the individual bidder/protester.
7. The signature described above must appear immediately after the following declaration: "I declare, under penalty of perjury and pursuant to MCL Section 750.423(s), that this protest is being submitted to protest the solicitation or contract award identified above, and for no other reason, and further, that I have reviewed the facts and circumstances contained within this protest, and they are true and accurate to the best of my information, knowledge and belief."

Review and Decision

The Chief Procurement Officer (CPO), or as delegated the Deputy CPO, has sole authority to respond to, decide, and act upon supplier protests. The City will render a written response to the protester within ten (10) business days of receipt. This period may be extended upon written notice by the CPO, in the CPO's sole discretion, and the CPO may require the protester or other bidders to provide additional documentation or statements. The decision of the CPO is the final decision of the City.

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#549510

Required Response Item	
1.	**Attachment A – Respondent Questionnaire**
	Respondent shall provide their Organization Experience and Capacity/Staffing, per the requirements provided in Attachment A.
2.	**Attachment B – Proposal Introduction and Solution / Approach**
	Respondent shall provide their Proposal Introduction and Solution / Approach per the requirements provided in Attachment B.
3.	**Attachment C – Pricing**
	Respondent shall provide their Pricing proposal, per the requirements provided in Attachment C.
4.	**Attachment D1 – Forms, Affidavits and Documents – Bid Requirements**
	Respondent shall provide their completed Certificate of Authority, Non-Collusion Affidavit, and Affidavit of Disclosure of Interests, in Attachment D1.
5.	**Attachment D2 – Conditions of Award - Award Winners Only**
	Respondent will be required to provide their completed Forms, Affidavits, Insurance and Documents, if they are selected as the award winner provided in Attachment D.
6.	**Attachment E – Model Professional Services Contract**
	Respondent shall provide their agreement to the Model Professional Services Contract or note any exceptions provided in Attachment E.

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 Bonfire/EUNA Procurement Supplier Portal at detroit.bonfirehub.com. 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.

Support Channels for Technical Difficulties and Questions

Visit **https://detroitmi.gov/suppliersupport** for:

- Guides on how to register in EUNA
- Guides on how to submit a response to the solicitation
- FAQs

Contact **Bonfire's technical support in the portal** for:

- Technical issues with the e-bidding portal
- Registration problems
- Help submitting responses through the system

Contact the City (**eprocurement@detroitmi.gov**) for:

- General procurement process questions
- City-specific requirements and policies

For Solicitation/Project-Specific Questions:

- Submit all solicitation-related questions through the Public Q&A tab in the Bonfire/EUNA Procurement portal. This ensures all vendors receive the same information and maintains transparency in the bidding process. Emails and calls regarding solicitation-specific questions will not receive a response.

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

Respondentss 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.

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

Required vendor steps to invoice:

1) Vendors should submit their invoices via City of Detroit Oracle 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/Contract 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 the City's AP department with the necessary supporting documentation.

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

For technical assistance, please visit detroitmi.gov/suppliersupport.

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.

Respondentss 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 for specific contact information regarding these opportunities.

Respondentss 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. <u>OFFICE OF INSPECTOR GENERAL</u>

5.8.1. In accordance with Section 2-106.6 of the City Charter, this 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. This 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 Respondents in the event of a violation of Section 2-106.6 of the City Charter. If applicable, the actions of the Respondents, 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, respondents and subrespondents 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, respondents, subrespondents, 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.

<u>*For purposes of this Article*</u>: *"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-(Award winner only)
Attachment E - Model Professional Services Contract