CITY OF EASTPOINTE

REQUEST FOR QUALIFICATIONS

FD-2026-002

EMERGENCY MEDICAL RESPONSE (ALS) and TRANSPORTATION SERVICES

Due Date: Tuesday, November 17, 2026, at 2 p.m.

City of Eastpointe
City Hall – Clerk's Office
23200 Gratiot Avenue
Eastpointe, Michigan 48021

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EMERGENCY MEDICAL RESPONSE (ALS)
and TRANSPORTATION SERVICES

Proposals must be received no later than:

Tuesday, November 17, 2026, before 2:00 p.m. local time

Proposals received after this date and time will not be considered for award.

Responses must be submitted online through the BidNet / MITN E-Purchasing System, or by hard copy delivered to the City of Eastpointe Clerks Office.

Offerors that do not successfully upload and / or submit all required documents by the due date and time will not be considered for award. It is recommended that offerors allow ample time to upload and submit documents and confirm that the submission was successful. Bid submissions will be time-stamped by the MITN E-Purchasing System upon receipt. The City is not obligated to accept proposals from offerors that fail to upload and submit documents on time for any reason including technical issues and/or force majeure.

Note that your proposal must be successfully submitted and not just uploaded. You will receive a "Bid Submission Confirmation" pop-up window prior to final submission. If you are unsure if your documents were submitted successfully, contact MITN E-Purchasing System.

All questions and/or clarifications regarding this bid should be submitted in writing to the Assistant City Manager, Kim Homan at khoman@eastpointeCity.org no later than the date and time on the Schedule of Events.

Schedule of Events (subject to change)	**All times are given in local EST time**
Bid Issued	Tuesday, October 27, 2026
Question Deadline	Tuesday, November 10, 2026, at 2:00 p.m.
Proposal Due Date and Time	Tuesday, November 17, 2026, at 2:00 p.m.

Any questions regarding the scope of services must be submitted by e-mail to Kim Homan at khoman@eastpointecity.org. Answers will be posted as questions are received on bidnetdirect.com.

Request for Qualifications

FD-2026-002

Emergency Medical Response (ALS) and Transportation Services

Background

The City of Eastpointe intends to secure an independent contractor to provide Advanced Life Support (Paramedic) and ambulance services for persons who are within the City by virtue of residence or otherwise; and Advanced Life Support (Paramedic) ambulance services on a twenty-four (24) hour, seven (7) days per week emergency and/or needed basis: and perform such services as an independent contractor within the City.

Eastpointe is 5.1 square miles and located in Macomb County in southeastern Michigan. Eastpointe is an attractive and affordable residential community conveniently located between downtown Detroit and Mt. Clemens, as well as to large industrial and manufacturing areas in nearby communities. The City includes eight public parks for the residents with a new splash pad and other amenities.

Selection Process

This document is a Request for Qualifications. It differs from an Invitation to Bid in that the City is seeking a solution as described herein and not a bid meeting firm specification for the lowest price. As such the lowest price will not guarantee an award recommendation.

Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, and methodology, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the City. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

Selection Criteria

A. The successful respondent will be required to provide ALS and transportation services in accordance with the minimum standards required by law. Respondents who demonstrate an operational model that provides two certified ALS personnel on a call will be given greater consideration.

B. The successful respondent will be required to handle Omega, Alpha, and Bravo medical calls, as determined by 911 dispatch (National Academy of Emergency Medical Dispatch standards). The City will assist only if requested.

C. The successful respondent will have a plan for dispatching a second, third or fourth unit while the first truck, and subsequent trucks, are on a call, and for coverage in the City when multiple EMS calls are dispatched in nearby communities.

D. The successful respondent should be able to provide the majority of required patient and equipment lifting. City will assist only if requested.

E. The successful respondent will be required to provide blood draws as requested by the Police or Fire Departments at a rate to be determined within the contract for service.

F. The successful respondent will be required to provide a low-cost, on site, continuing education opportunities, including BLS, ACLS, and CPR certification training for members of the Police and Fire Departments. The price will be negotiated and included in the contract.

Requirements for Successful Submittal

1. Accreditation

a) The successful respondent shall hold current accreditation from the Commission on Accreditation of Ambulance Services (CAAS).
b) The accreditation certificate shall be issued in the legal name of the entity submitting the proposal. Accreditation held by a parent company, affiliate, subsidiary, or any other entity does not satisfy this requirement.
c) A copy of the current certificate shall be included with the proposal. The respondent shall maintain accreditation for the full term of the contract and notify the City within ten business days of any lapse, suspension, or revocation.

2. Licensure and Local Presence

a) At the time of proposal submission, the successful respondent shall be licensed by the State of Michigan as an Advanced Life Support (ALS) Life Support Agency, including documentation of Hazmat awareness for EMS providers.
b) A copy of the current Michigan Life Support Agency license, issued in the legal name of the entity submitting the proposal, shall be included with the proposal. A license held by a parent company, affiliate, subsidiary, or any other entity does not satisfy this requirement.
c) At the time of proposal submission, the successful respondent shall be licensed by Macomb County, which includes annual Incident Command training.
d) At the time of proposal submission, the successful respondent shall have an operating site located in Macomb County, Michigan. The proposal shall state the street address of that site and include documentation of ownership or lease, and the number of personnel and ambulances based there.
e) The respondent shall maintain its license for the full term of the contract and notify the City within ten business days of any lapse, suspension, or revocation.

3. Patient Safety and Patient Handling Equipment

a) The Successful respondent shall submit, with its proposal, information on the patient handling equipment used on every ambulance assigned to the City.
b) The proposal shall state whether each stretcher is a power lift stretcher, meaning a stretcher that raises and lowers the patient by powered mechanism without manual lifting by the crew. The proposal shall state the number and percentage of stretchers in the fleet assigned to the City that are power lift.

c) The proposal shall state whether all vehicles assigned to the City are equipped with power loading safety equipment, meaning a powered system that loads and unloads the stretcher from the vehicle and secures it in place. The proposal shall identify the manufacturer and model of the system, the number of vehicles equipped, and the number of vehicles not equipped.

4. Vehicle Safety and Response and Transport Monitoring

a) The successful respondent shall equip every ambulance and response vehicle assigned to the City with a telematics system that records vehicle speed, acceleration, hard braking, cornering, seatbelt use, backing events, and emergency lights and siren use.
b) The respondent shall equip every ambulance and response vehicle assigned to the City with on-board video. At a minimum, the system shall record the roadway ahead of the vehicle and shall trigger and preserve video for collisions and harsh driving events.
c) The respondent shall monitor response and transport performance using GPS vehicle location data, including call receipt, dispatch, en route, on scene, patient contact, transport, and arrival at destination times for every call in the City.
d) The respondent shall submit, with its proposal, the following: (a) a description of its telematics and on-board video systems, including the vendor and the data captured; (b) sample vehicle safety data reports from the previous twelve months for other communities it serves; (c) its collision and preventable collision rates per 100,000 miles for the previous three years; and (d) its written policy for reviewing vehicle data and video, coaching drivers, and taking corrective action.

5. Community Involvement

a) Successful respondents are encouraged to submit information about their involvement in the communities within their service area. Examples include providing standby coverage for community events, financial support of community events or programs, and charitable contributions to EMS, healthcare, or wellness related initiatives.
b) Information may include a description of each activity, the community served, the date or frequency of the activity, and the dollar value of financial support or contributions during the previous twelve months.

6. Leadership Team and Michigan EMS Experience

a) The proposal shall identify the successful respondent's leadership team, including the chief executive, chief operating officer, medical director, and the managers responsible for operations, clinical care, quality, and training. For each person, the proposal shall state name, title, and role in the City contract.
b) For each leadership team member, the proposal shall state the length of service in Michigan EMS and current Michigan licensure or certification, including license type and expiration date.
c) The proposal shall describe the respondent's and its leadership team's current involvement in the Michigan EMS system and the Macomb County EMS system. Examples include participation in medical control authority committees, regional and county EMS councils, protocol development, state or county advisory boards, and disaster and mass casualty planning.
d) The proposal shall state the respondent's total years of continuous operation as a Life Support Agency in Michigan and in Macomb County.

7. Advanced Clinical Programs

a) Successful respondents are encouraged to submit evidence of advanced clinical care programs in the other communities they serve. Examples include advanced pediatric care programs, prehospital transfusion programs (whole blood or blood products,) or similar programs. Evidence may include protocols, medical direction approval, training records, equipment lists, and patient outcome or utilization data.
b) The evaluation committee shall consider the breadth and quality of these programs when scoring proposals.
c) During the contract term, the successful respondent shall provide the City with vehicle safety and response and transport performance reports at least quarterly. The respondent shall provide event data and video to the City within five business days of a written request related to a collision, complaint, or safety concern. Video and data that contain patient information shall be handled in compliance with HIPAA and applicable Michigan law.
d) The respondent shall retain vehicle data and video for a minimum period stated in its proposal, and in all cases at least ninety days, with collision and complaint related video retained until the matter is resolved.

8. Clinical Oversight

a) The proposal shall describe the respondent's clinical oversight structure, including its governing board of directors, any health system affiliation or ownership, and any physician or clinical committees that oversee patient care.
b) The proposal shall identify the respondent's medical director or directors, including name, specialty, board certification, current Michigan medical license, and time commitment to the respondent. The proposal shall describe the medical director's role in protocol development, clinical quality review, and credentialing of field clinicians.
c) The proposal shall describe how clinical performance is reviewed and reported, including the case review process, the frequency of review, and how findings are reported to the board of directors, health system, or physician oversight body.
d) The proposal shall identify the Medical Control Authority or Authorities under which the respondent operates and describe the respondent's participation in protocol development and quality improvement activities with each.

9. EMS System Development and Improvement Initiatives

a) Respondents are encouraged to submit information about EMS system development, engagement, and new clinical, safety, or other initiatives the Successful respondent has undertaken during the previous 24 months to improve the patient experience or the safety of EMS service delivery.
b) Respondents shall provide examples of each initiative submitted. Examples may include a description of the initiative, the date it began, the community or communities served, the problem it addressed, and any measured results.

10. Independent Patient Satisfaction Survey

a) The successful respondent shall contract with an external patient satisfaction survey company.
b) The survey shall be provided to 100 percent of patients served by the respondent. The survey may be delivered on paper or digitally.

c) Completed surveys shall be received and tabulated by the independent survey company. The respondent shall not collect, screen, edit, or tabulate responses before the survey company receives them.
d) The survey company shall provide summarized results to the City at least quarterly, including response rates, scores by question, and national or regional benchmark comparison.
e) The respondent shall submit, with its proposal, sample survey data from no fewer than three other communities it served during the previous twelve months.

11. Community Preparedness Training

a) The successful respondent shall offer community preparedness training to residents at no cost to the City. Training shall include, at a minimum, CPR, AED use, and other public safety programs such as Stop the Bleed.
b) The proposal shall describe the programs offered, the proposed annual number of classes, and how residents will be notified and enrolled.
c) The respondent shall submit samples of education programs it delivered in other communities during the previous twelve months. Samples may include curricula, class schedules, attendance totals, and participant materials.

12. Workforce Development

a) The City encourages respondents to operate workforce development programs that build the local EMS workforce. Examples include EMT and paramedic education programs, tuition support, scholarships, apprenticeships, internships, and partnerships with high schools and colleges.
b) Respondents are encouraged to submit information about these programs with the proposal. Information may include program descriptions, accreditation or approval status, enrollment and graduation totals, and the number of graduates hired into Michigan EMS positions.
c) The evaluation committee shall consider the breadth and quality of workforce development programs when scoring proposals.

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Additional Contract Requirements

1. Familiarity with Ambulance Services and Laws

The Contractor acknowledges and represents that it has carefully investigated all conditions which affect or may at some future date affect the performance of the services covered by this Contract, and that it is fully informed concerning the conditions to be encountered, character, quality, and quantity of services to be performed and vehicles and equipment to be used; also that it is familiar with all State laws, the Charter and Ordinances of the City, which in any way affect the performance of services or persons engaged or employed in performing the services or the vehicles or equipment used in performance of the services covered by this contract. Contractor agrees that it shall at all times comply with all applicable local, state, and federal statutes, standards, and regulations.

2. Ambulance Response Time & Service

The Contractor guarantees an ambulance response time average of six (6) minutes or less. The Contractor shall at all time maintain a minimum of one (1) State licensed ALS ambulance stationed within the City to provide twenty-four (24) hour emergency ambulance services for all incidents occurring within the City or to incidents where the City has agreed to provide mutual aid response (including but not limited to emergency medical calls and standby situations deemed necessary by either police or fire departments of the City). If that ambulance is sent on a response, then another ALS ambulance shall be sent to replace it. If the Contractor is unable to respond to a City request for service, it shall notify the City at the time the service is requested and Contractor shall obtain backup emergency medical services to handle the call.

3. Vehicle and Equipment Ownership

The Contractor shall be the registered owner of all vehicles used in performance of the services covered by this contract. The Contractor shall periodically provide the City with an updated list of identification numbers for all vehicles to be used within the City. Upon request, the Contractor will provide the City with a Certificate of Ownership for any vehicle used in performance of the services covered by this contract.

4. Vehicle and Equipment Specifications and Requirements

Vehicles used by the Contractor in performance of the services covered by this contract shall comply with the current standards of the State of Michigan including but not limited to the following specifications:

a) Forty-eight (48) inches of headroom; and Capacity for two (2) persons.

b) Vehicles shall be equipped with the latest radio technology capable of communication with other ambulances, hospitals, and the dispatch (SERESA).

c) Vehicles operating within the City shall be licensed by the State of Michigan Department of Health and Human Services.

d) Vehicles shall carry all equipment as specified by statute, which shall meet the standards and requirements prescribed by the State of Michigan Department of Health & Human Services.

The City shall have the right to inspect the status of any vehicle at any time, without notice, during the term of this contract.

5. Personnel

All ambulance personnel, engaged or employed by this Contractor in performance of the services covered by this contract, shall at all times be licensed by the State of Michigan Department of Health & Human Services.

All vehicle drivers and ambulance personnel shall be neatly dressed in uniforms when engaged or employed in performance of the services covered by this contract.

All personnel shall carry a valid Michigan Driver's License when engaged or employed in performance of the services covered by this contract.

All ambulance personnel must be capable to handle the weight of patients that are requiring transportation.

The ambulance personnel shall be free from any addictions to the use of liquors and any use of non-prescription narcotics and be morally fit for the position. They must be able to spell, read, and write the English language; be of sound physique, possessing eyesight corrected to at least 20/40 in the worse eye, and free of physical defects of diseases which might impair the ability to drive or attend and ambulance.

6. Additional Services Provided by The Contractor

Monthly response-time analysis reports shall be provided to the Fire Chief or their designee of all responses for emergency medical transportation within the City and such other information as the Fire Chief or their designee requests. Additionally, the Contractor shall meet quarterly with the City for purposes of discussing complaints and problems at a location chosen by the City.

Communication equipment to be placed in appropriate City Fire Department vehicles to enhance communication between responding vehicles.

To immediately notify the City of any calls it receives for emergency services within the City so police and fire-rescue services can respond.

To return or replace all fire department equipment that is transported with a patient to a medical facility. Equipment will be returned to the Fire Department within a reasonable time after the emergency (said reasonable time not to exceed 72 hours).

7. Protected Health Information

Compliance. The parties acknowledge and agree that Contractor is a "Covered Entity"

under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Public Law 104-191, as amended by Pub. L. No. 111-5 Division A, Title XIII ("HITECH"), and shall comply with all of the terms and conditions of HIPAA, HITECH and any regulations promulgated there under.

8. Preparation and Maintenance of Records

Access to Records. Contractor agrees to keep such records as are necessary to fully disclose the extent of services provided to individuals receiving services under this contract and agrees to furnish upon request such information to City.

Record Retention. Health records shall be retained by the Contractor in their original form for at least seven (7) years following the death or discharge of a Patient, or in the case of a minor Patient, the record will be retained seven (7) years past the age of majority (18 years of age) unless applicable state laws require or allow shorter time frames for record retention. All records pertaining to such services shall be made available upon written request by the Secretary of Health and Human Services or the Comptroller General of the United States, or by any of their duly authorized representatives, this Agreement, the books, documents, and records of Contractor necessary to verify the nature and extent of the cost of the services provided under this Agreement.

If and to the extent Contractor provides Contractor Services through a subcontract, Health records shall be retained by the Contractor in their original form for at least seven (7) years following the death or discharge of a Patient, or in the case of a minor Patient, the record will be retained seven (7) years past the age of majority (18 years of age) unless applicable state laws require or allow shorter time frames for record retention. All records pertaining to such services shall be made available upon written request by the Secretary of Health and Human Services, or the Comptroller General of the United States, or by any of their duly authorized representatives, this Agreement, the subcontract and books, documents and records of Contractor that are necessary to verify the nature and extent of the cost of services provided under this Agreement.

If Contractor provides City with complete patient records, then City shall retain records for at least seven (7) years following the death or discharge of a Patient, or in the case of a minor Patient, the record will be retained seven (7) years past the age of majority (18 years of age) unless applicable state laws require or allow shorter time frames for record retention.

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Acknowledgement of Additional Contract Requirements

Name of Firm: _____

Name of Contact: _____

Address: _____

_____

Phone Number: _____

Email Address for Contact: _____

_____
Signature

_____
Name / Title

_____
Date

EXHIBIT A
Fee Schedule

Vendor shall be reimbursed for services provided under this Agreement according to the following schedule.

(Rates shall be negotiated on an individual case basis for any services provided which are not listed on the following fee schedule.)

Ambulance Services	HCPC	Rate
Ambulance (ALS or BLS) Oxygen and Oxygen Supplies, Life Sustaining Situation	A0422	% of billed charges
Ground Mileage, Per Statute Mile	A0425	Applicable Medicare Fee Schedule
Ambulance Service, Advanced Life Support, Non-Emergency Transport, Level 1 (ALS 1)	A0426	Applicable Medicare Fee Schedule
Ambulance Service, Advanced Life Support, Emergency Transport, Level 1 (ALS1-Emergency)	A0427	Applicable Medicare Fee Schedule
Ambulance Service, Basic Life Support, Non-Emergency Transport, (BLS)	A0428	Applicable Medicare Fee Schedule
Ambulance Service, Basic Life Support, Emergency Transport (BLS-Emergency)	A0429	Applicable Medicare Fee Schedule
Non-emergency Transportation Services		
Non-Emergency Transportation: Wheel-Chair Van	A01 30	$ .00 one way
Non-Emergency Transportation: per mile, Case Worker or Social Worker	A01 60	$ per loaded mile
Ambulance Response and Treatment, No Transport	A0998	Applicable Medicare Fee Schedule for BLS Non-emergency
Other Services Provided		
CPR and other training courses provided at a cost to be negotiated, but not to be less than provider's cost.		

EXHIBIT B

Eastpointe 911 Response Reasons by Response Priority

Dates of Service: 10/01/2025 to 09/30/2026

Response Reason	Total Calls
Sick Person	1,279
Breathing Problems	812
Psychiatric / Behavioral	566
Falls	471
Chest Pain	453
Unconscious / Fainting	284
Seizures	234
Unknown Problem	216
Traffic Collision	209
Abdominal Pain	165
Bleeding / Lacerations	149
Assault	136
Heart Problems / AICD	128
Diabetic Problems	114
Stroke	89
Overdose / Poisoning	81
Back Pain	67
Cardiac / Respiratory Arrest	66
Traumatic Injury	53
Allergic Reaction / Stings	46
Burns / Explosion	43
Headache	42
Pregnancy / Childbirth	41
Stab / Gunshot / Penetrating Trauma	29
Fire Standby / Alarm	26
Choking	20
Heat / Cold Exposure	18
CO / Inhalation / HAZMAT	16
Animal Bites	14
Death Confirmation	11
Eye Problems	5
Inaccessible Incident / Entrapment	4
Drowning / Diving	1
Total	**5,888**