



Region 10 Prepaid Inpatient Health Plan
(Region 10 PIHP)

REQUEST FOR PROPOSAL
For
Non-Emergency Transportation Services
Issued
November 24, 2025

Proposals Are Due to the REGION 10 PIHP Office

No Later Than:

Monday, December 22, 2025, at 5:00 p.m.

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REQUEST FOR PROPOSAL

Issued By
Region 10 Prepaid Inpatient Health Plan
2186 Water Street.
Port Huron, MI 48060

Project Title: Non-Emergency Transportation Services

RFP Issue Date: Monday, November 24, 2025

Proposal Due Date: Monday, December 22, 2025, by 5:00 p.m.

Contact Person: Deidre Slingerland
Network Manager/ SUD Director
Region 10 PIHP
2186 Water Street
Port Huron, MI 48060
(810) 966-3399

Section I

GENERAL INFORMATION

A. Introduction

Region 10 Prepaid Inpatient Health Plan (hereinafter referred to as the "PIHP") manages public services for mental health and substance use disorders in Genesee, Lapeer, Sanilac and St. Clair counties. The PIHP operates within this region to manage public services for substance use disorders under the provisions of Act 500 of the Michigan Public Acts of 2012, as amended. As such, the PIHP's mission is to promote opportunities for recovery, discovery, health and independence for individuals receiving services through ease of access, high quality of care and best value. The PIHP's mission statement can be found on the PIHP's website at the web address identified on Attachment C - References.

B. Purpose

This request for proposal (RFP) provides interested vendors with sufficient information to enable them to prepare and submit proposals for consideration by the PIHP to satisfy its need for Non-Emergency Transportation Services for individuals residing in St. Clair County. The PIHP is seeking sealed proposals from interested and qualified vendors that possess the capacity, infrastructure, and organizational competence to deliver Non-Emergency Transportation Services.

It is expected that the proposal to provide these services shall be in compliance with all applicable State and Federal standards and guidelines.

C. Issuing Office

This RFP is issued by the PIHP. The issuing office is the sole point of contact for this RFP. Information related to this RFP shall be posted on the PIHP's website at the web address identified on Attachment C - References.

D. Timeline

EVENT	FIRM DATE
Issue RFP	11.24.25
Intent to Bid Deadline	12.02.25
RFP Submission Deadline	12.22.25
Contract Award	02.01.26

E. Oral Presentation

Vendors who submit a proposal may be required to make an oral presentation of their proposal.

F. Contract Award

It is anticipated that a contract shall be awarded on or before February 1, 2026. Vendors who are awarded contracts shall begin services within 90 days of contract start date if chosen vendor(s) are not among the PIHP's current vendors. Vendors who are awarded contracts shall not assign any duties or obligations under the contract without written permission of the PIHP.

G. Amendment

In the event it becomes necessary to revise any part of this RFP, information shall be posted on the Region 10 PIHP website at the web address identified on Attachment C - References.

H. Withdrawal / Modification

Vendors who submit a proposal may later request a withdrawal or modification in writing prior to the closing date and time specified herein. The written request shall be signed by an authorized representative of the Vendor. If a previously submitted proposal is withdrawn before the proposal closing date and time, the Vendor may submit another proposal at any time up to the proposal closing date and time. Bids / proposals may not be modified after the fixed closing date and time specified herein.

I. Late Proposals

Late proposals, those submitted after the fixed closing date and time specified herein, shall not be accepted or reviewed. Proposals submitted after the fixed closing date and time shall not be considered and shall be discarded. The PIHP shall not be held responsible for technical difficulty or delivery complications that result in the bidding Vendor being unable to meet the timeline requirements specified herein.

J. Rejection of Proposals

The PIHP reserves the right to reject any and all proposals received as a result of the RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of the PIHP.

Section II

TERMS AND CONDITIONS

A. Incurring Costs

The PIHP is not liable for any costs incurred by vendors prior to the issuance of a contract.

B. Proposal Disclosure

All information in a vendor's proposal is subject to the provisions of Public Act 442 of 1976, known as the Freedom of Information Act, once the RFP process is completed.

C. Contract Period

It is anticipated that any resulting offered contract shall begin on February 1, 2026, and shall continue contingent upon availability of funding from MDHHS, the PIHP's service needs, and PIHP satisfaction of Vendor services. The offered contract may be terminated with sixty (60) days' notice without cause or penalty.

D. Conflict of Interest

Vendors shall affirm that no principal, representative, agent or other person acting on behalf of or legally capable of acting on its behalf, is currently an employee of the PIHP; nor is he / she privy to insider information which would tend to give, or give the appearance of tending to give, an unfair advantage to the Vendor, which may constitute a conflict of interest.

Within the proposal response, all vendors shall disclose any known direct or indirect financial interests (including but not limited to ownership, investment or any other form of remuneration) that may exist between the Vendor, his / her potential subcontractors and the PIHP.

E. Relationship of the Parties / Independent Contractor

The relationship between the PIHP and any selected Vendor is that of PIHP and independent contractor. No agent, employee, or servant of the Vendor shall be deemed an employee, agent, or servant of the PIHP for any reason. The Vendor shall be solely and entirely responsible for its acts and the acts of its agents, employees and servants during the performance of a contract resulting from the RFP.

F. No Waiver of Default

The failure of the PIHP to insist upon strict adherence to any term of a contract resulting from this RFP shall not be considered a waiver or deprive the PIHP of the right thereafter to insist upon strict adherence to that term, or any other term, of the contract.

G. Disclaimer

All the information contained within this RFP and its attachments reflect the best and most accurate information available to the PIHP at the time of RFP preparation. No inaccuracies in such information shall constitute a basis for legal recovery of damages, either real or punitive.

The PIHP reserves the right to accept or reject any / all bid proposals received pursuant to this RFP, in whole or in part; and / or to waive any / all irregularities herein; and / or to delete / reduce

the units of service; and / or to negotiate proposal terms in any way whatsoever to obtain a proposal deemed in its best interest. The PIHP reserves the right to re-solicit / re-advertise as deemed necessary.

All proposals submitted become the property of the PIHP.

Section III

MINIMUM QUALIFICATIONS

A. Vendor Requirements

Interested vendors must produce evidence that supports meeting the following minimum requirements to be considered for funding:

1. Have the necessary systems in the areas of administration and clerical support for the services. This includes the necessary computer equipment, and a valid, active and maintained email account that can receive and submit communications is also required. Please describe.
2. Agree to comply with Federal Confidentiality, Privacy and Security Regulations and State Confidentiality laws. This includes compliance with Title 42 (Public Health) of the Code of Federal Regulations (CFRs) (see web address identified on Attachment C - References).
3. All drivers must be 18 years of age and must be able to read and communicate effectively in English. All drivers must have a valid driver's license that is appropriate to the class of vehicle being operated.
4. Compliant with Sections 304 and 319 of the Michigan Vehicle Code related to restricted drivers licenses as issued by the Michigan Secretary of State (PIHP reserves the right to deny or revoke enrollment of a vendor due to a restricted or suspended license).
5. Maintenance of all necessary licensure and certification required by all transportation public laws, ordinances, and regulations applicable to the transportation vendor, including any that may require liability insurance.
6. Operation of vehicles that meet the safety needs of the beneficiary.
7. Compliant with any state or federal statutes applicable to commercial and nonprofit transportation vendors.
8. Compliant with all applicable confidentiality laws.
9. Explain how the Non-Emergency Transportation Services shall be performed in accordance with:
 - a) Sections 304 and 319 of the Michigan Vehicle Code related to restricted drivers licenses as issued by the Michigan Secretary of State.
 - b) Maintenance of all necessary licensure and certification required by all transportation public laws, ordinances, and regulations applicable to the transportation vendor, including any that may require liability insurance.
 - c) Operation of vehicles that meet the safety needs of the beneficiary.
 - d) State or federal statutes applicable to commercial and nonprofit transportation vendors, including routine maintenance is conducted on all transportation vehicles.

10. Evidence that the staff assigned to perform the functions is at least 18 years of age and have Valid driver's license which is appropriate to the class of vehicle being operated.
11. Complete, sign, and submit this Request for Proposal's Attachment A (Vendor Requirements) with your proposal for services.

Section IV PROPOSAL SUBMISSION

A. Economy of Preparation

Proposals shall be prepared simply, economically and according to the format delineated elsewhere in this RFP. The Vendor is expected to provide a straightforward, concise description of the Vendor's ability to meet the requirements of the RFP. Fancy bindings, colored displays, promotional materials, etc., are not desired. Emphasis shall be on the completeness and clarity of content.

B. Vendor Responsibilities

1. Utilization of technology to obtain needed RFP documents and inform the PIHP of questions.
2. Carefully review the entire RFP prior to submitting a response. The Vendor, by submitting a response, attests to its full understanding of all details and specifications related to this RFP.
3. Be responsive in a manner that utilizes the order specified on Attachment A – Vendor Requirements to aid proper consideration of each section of the proposal.
4. Use concise, persuasive language (see Economy of Preparation above).
5. Ensure all related required documents / narratives are addressed.
6. Submission of documents in a timely manner via delivery mechanisms as indicated in the RFP.
7. By submission of a proposal, the selected Vendor attests it shall meet current PIHP Board Procedure and Policy requirements for the duration of the contract. This information can be found on the Region 10 PIHP website at the web address identified in Attachment C – References.
8. By submission of a proposal, the selected Vendor attests that it shall adhere to the specifications for services herein. Service descriptions shall be made part of Vendor contracts and monitored accordingly.
9. Successful Vendors shall agree to accept and serve all individuals referred by the PIHP or its agent under the contract.

C. Proposal Submission

One (1) original and five (5) printed copies of each proposal shall be submitted in a sealed container (six (6) copies total). Additionally, one (1) emailed copy of each proposal shall be submitted to providers@region10pihp.org. All hardware electronic submissions shall become the property of the PIHP. Proposal content shall be organized in a manner that directly corresponds with the RFP (e.g. use of same headings as within RFP). Electronic submissions **MUST** be organized in a manner that corresponds with the RFP and RFP submission. Electronic documents shall be labeled by RFP section, subpart, and document name (e.g. VI_A_1_Vendor Profile).

Proposals shall be accepted until 5:00 p.m. on Monday, December 22, 2025. Proposals shall be received by the specified closing date and time in order to be reviewed. Proposals submitted after the closing date and time shall not be considered and shall be declared invalid.

An official authorized to bind the Vendor to its provisions shall sign the proposal submission on Attachment B – Vendor Cover Sheet.

Proposals shall be mailed to or dropped off at the following address:

Region 10 PIHP
Attention: Deidre Slingerland, Network Manager/SUD Director
2186 Water Street
Port Huron, MI 48060

The following label shall appear on the outside of the sealed container for proper delivery:

CONFIDENTIAL RESPONSE
2026 Non-Emergency Transportation Services RFP

All inquiries concerning the content of the RFP shall be submitted to slingerland@region10pihp.org. Questions may be submitted until 12:00 p.m. on Friday, December 5, 2025. Questions and answers will be compiled and posted on the PIHP website no later than 12:00 p.m. on Friday, December 12, 2025.

Section V

NOTIFICATION OF INTENT TO BID / VENDOR QUESTIONS

A. Notification of Intent to Bid Requested

The bidding Vendor is requested to inform the PIHP of its intent to bid for any services outlined in this RFP. The Vendor shall inform the PIHP of its intent to bid by the end of the business day on Tuesday, December 2, 2025, via email to providers@region10pihp.org. The email shall be clearly labeled with subject line "NON-EMERGENCY TRANSPORTATION SERVICES RFP INTENT TO BID". The content of the email shall contain the name of the Vendor as well as the specific service(s) they intend to bid on.

B. Vendor Questions

Vendor questions can be submitted to Region 10 PIHP by email only to providers@region10pihp.org with the subject line "NON-EMERGENCY TRANSPORTATION SERVICES RFP QUESTION") until 12:00 p.m. on Friday, December 5, 2025. All responses to questions shall be posted on the Region 10 PIHP website (see Attachment C – References for web address) no later than 12:00 p.m. on Friday, December 12, 2025. RFP-related or specific questions shall not be accepted for response in any format other than described in this paragraph.

Section VI

REQUIRED NARRATIVE / DOCUMENTS

A. Documentation Requirements

Interested vendors shall meet and provide documentation for the following to be considered. Vendor narrative shall include the Vendor name on each page. Responses shall be double spaced, Arial font size 11. Failure to include complete responses for each of the applicable sections shall result in a loss of points. Responses that exceed the defined limits may be credited with 0 points. For any of the following, if the required narrative and / or document is not available, the Vendor may indicate "not applicable" and provide an explanation.

1. **Vendor Profile:** Vendor shall provide a narrative description and any supporting documentation to address the following:
 - a) Business status: Proof of Business Entity: Documentation and proof of business entity as recognized by the Internal Revenue Service (IRS).
 - b) Vendor shall attach a copy of its Certificate or License (if applicable).
 - c) History of Vendor organization and explanation of the purpose or mission of the Vendor and how it relates to the RFP.
 - d) Describe the rationale for the Vendor pursuing this opportunity.
 - e) Disclose any potential conflict of interest.
2. **Insurance:** The Vendor shall attach evidence of current liability insurance coverage.
3. **References:** The Vendor shall provide a list of customer references including company names, contact names, and phone numbers for follow-up. A minimum of two (2) complete references shall be provided by the vendor.
4. **Contract Language:** The Vendor shall attach its proposed contract language for review by the PIHP in the event Vendor is the successful bidder.

Section VII

NON-EMERGENCY TRANSPORTATION SERVICES AND FEES

A. Overview

Managed care has created a need for the PIHP to clearly define the role of and expectations for contractors from whom Non-Emergency Transportation Services are purchased. This RFP establishes criteria and requirements that have been designed to cover important aspects of the services to be provided.

The PIHP has chosen to meet the challenge of managed care by managing its mental health and substance use disorder care service delivery through evaluation and monitoring and expecting its vendors to be solely responsible for managing its operations consistent with the terms of the executed contract. Consequently, the submitter should be aware that vendors from whom the PIHP purchases services are expected to operate in the marketplace and be able to effectively meet the requirements for establishing and maintaining a contractual relationship with the PIHP.

B. Non-Emergency Transportation Services

Region 10 PIHP (PIHP) is requesting proposals, from qualified vendors, to provide Non-Emergency Transportation services for St. Clair County residents. Individuals in need of services have indicated transportation is a barrier to successfully engage in treatment. The PIHP will need transportation services to and from treatment locations Monday through Friday from 9:00 A.M. to 5:00 P.M.

1. Specifically, Non-Emergency Transportation functions include the following but can be subject to change.
 - a) Transport identified St. Clair County residents who have been approved by the PIHP Access Center (Port Huron) for admission to substance use disorder treatment services.
 - i. Provide transportation services Monday through Friday from 9:00 A.M. – 5:00 P.M.
 - ii. Provide direct transportation to and from the treatment location as appropriate
 - iii. Return transportation from a residential treatment program is available ONLY to those that complete the program. (The treatment program will contact Vendor to request transportation after getting a release of information signed by the consumer.)
 - iv. Transportation assistance to substance use disorder treatment services is reserved for enrollees who have been approved for services by PIHP Access Center and have exhausted other transportation options.
 - v. Vendor will call the treatment program by 3:00 P.M. the day before scheduled pickup to confirm transportation is still needed for the following day to confirm a same day referral.
 - vi. If an individual cancels scheduled transportation three consecutive times, Vendor will not transport that individual until treatment has been completed.

- b) Record Keeping and Reporting
 - i. Ongoing record keeping identifying participants, transportation destination, and transportation date for billing purposes shall be maintained by the vendor in an easily accessible and secure manner. This information should be readily available upon request of the PIHP in the case of an audit/review.
 - ii. Track transportation services utilizing transportation log. Information will minimally include date, enrollee identification, trip origination, trip destination, mileage, and staff signature.
- c) Supporting documentation for billing should include
 - i. A monthly listing of all individuals scheduled for transportation, transportation destination, and services by date.
 - ii. The name of the Access staff member confirming the needed transportation.
 - iii. The name of the vendor staff member providing the transportation services.
 - iv. If the individual scheduled for pick-up was a “no-show” for transportation services.
- d) Transportation Staffing
 - i. The Vendor will identify a key staff member to call the PIHP and receive calls from the PIHP, as well as a back-up staff member to ensure transportation planning takes place.
 - ii. Confirm the transportation arrangements via phone call to the consumer the day before the scheduled pick-up to confirm transportation is required and contact information unless it is a same day referral. If Vendor staff are NOT able to verbally confirm the need for transportation on the day prior to the scheduled transport, the service will be cancelled.
 - iii. Upon arrival Vendor staff will present appropriate identification.
 - iv. If the individual is not present at the scheduled time and place of pick-up, Vendor may attempt contact with the individual. A decision will then be made by the Vendor transportation staff regarding the transportation service for the enrollee for that date (i.e., driver to wait, cancellation or rescheduling of the service).
- e) Health and Safety
 - i. The Vendor is solely responsible for the health, safety, and welfare of each individual while he or she is under its service supervision, including during transportation. The PIHP shall not be held liable for any injuries, accidents, or damages that may occur while individuals are under the service supervision of the Vendor.

- ii. The Vendor will maintain appropriate auto insurance coverage on every agency vehicle used in the facilitation of this transportation and will provide a copy of the coverage to the PIHP upon request.
 - iii. The Vendor will ensure transportation staff members maintain current auto insurance, valid driver's license, and has a background check completed within the past 12 months on file with the Vendor.
 - iv. The Vendor will ensure that transportation staff shall wear a clearly visible employment identification badge while transporting enrollees.
2. The Vendor should provide a reasonably detailed response that explains which of the above functions it intends to provide and how it intends to provide those functions. This should include the Vendor's plan to provide for substitute staff should the assigned staff not be available.

C. Costs / Fees

Please provide the costs/fees associated with providing the Non-Emergency Transportation Services, including a unit rate and what is included within that rate. Vendor should also attest that these costs/fees and the resulting unit rate were determined independently.

Section VIII

SUBMISSION EVALUATION

A. Evaluation Process

Award recommendations are contingent upon evaluation of the responses submitted.

A Review Committee for the RFP shall be comprised of diversified stakeholders who shall evaluate each proposal through the use of Attachment D – Vendor Proposal Evaluation Sheet.

Further proposal evaluation shall be completed by PIHP staff and recommendations shall be made to the Region 10 PIHP Board. It is the objective of the PIHP to acquire needed services and supports at fair and economical prices.

The following is an overview of the criteria which the PIHP shall utilize when evaluating proposals:

1. All minimum requirements identified within the RFP have been met;
2. Suitability of the Proposal
 - a) Proposal aligns with the PIHP's mission.
 - b) Proposed solution meets the needs and criteria set forth in the RFP;
3. Qualifications necessary to undertake the service project. Attain and retain qualified staff to deliver services throughout the time frame needed;
4. Expertise in delivery of appropriate financial solutions. Successful delivery of similar services;
5. Identified budget consistent with program objectives and demonstrates alignment with quality of service.

The Region 10 PIHP Board shall make the final decision.

Section IX ATTACHMENTS

ATTACHMENT A: VENDOR REQUIREMENT
ATTACHMENT B: VENDOR COVER SHEET
ATTACHMENT C: REFERENCES
ATTACHMENT D: VENDOR PROPSAL EVALUTION SHEET

NOTE:

All Attachments are listed separately from the RFP main document on Region 10 PIHP's website at www.region10pihp.org.