

Section 1: Introduction

REQUEST FOR PROPOSALS (RFP)

Comprehensive Laboratory Services

ACCESS Recovery Center

Organizational Overview

The Arab Community Center for Economic and Social Services (ACCESS), headquartered in Dearborn, Michigan, is the largest Arab American nonprofit organization in the United States. Founded in 1971, ACCESS was established to support immigrants in adapting to life in the U.S. and has since grown into a comprehensive human services organization serving diverse communities across Southeast Michigan and beyond. The organization provides a wide range of services including healthcare, behavioral health, employment and training, education, social services, and cultural programming, while also promoting community empowerment, civic engagement, and cultural understanding. Through its holistic, community-centered approach, ACCESS works to improve the economic, social, and cultural well-being of individuals and families regardless of background.

The soon-to-open ACCESS Recovery Center represents a critical expansion of ACCESS's continuum of care, designed to address the growing substance use and mental health crisis impacting our communities. The Recovery Center will provide the next level of treatment services for individuals whose needs exceed what outpatient care alone can support, ensuring timely, coordinated, and compassionate treatment in a safe, structured environment.

The ACCESS Recovery Center will be comprised of 5 Behavioral Health Urgent Care rooms, 15 Crisis Stabilization rooms, 10 withdrawal management rooms, and 15 short-term residential rooms. In addition to the inpatient services, the ACCESS Recovery Center will operate a comprehensive outpatient behavioral health and substance use program with a projected service population of 2,500 individuals annually.

ACCESS Recovery Center will operate a Crisis Stabilization Unit (CSU) and requires laboratory services that comply with Michigan Administrative Code R 330.176, Rule 26.

Purpose of RFP

The purpose of this RFP is to solicit proposals from licensed and accredited laboratory service providers to deliver comprehensive, compliant, cost-effective, and high-quality laboratory services in support of:

- Crisis Stabilization Unit operations (CSU)

- Substance use disorder and Behavioral Health treatment programs
- Medication-Assisted Treatment (MAT) / Medications for Opioid Use Disorder (MOUD) programs
- Infectious disease screening and treatment
- Primary care laboratory needs
- CCBHC-required quality metrics and reporting

Issue Date: 05/07/2026

Proposal Deadline: 06/30/2026

Proposal Submission Format: E-Mail with attachments sent to procurements@accesscommunity.org with subject line “RFP Submission – Laboratory Services – [VENDOR NAME]”

Anticipated Contract Start Date: 10/01/2026 *subject to construction and operational readiness of ACCESS

Contract Term: One (1) year with optional renewal

Key Contacts: Rachid Elabed, Director – Business Operations and Facilities

Withdrawal

Proposals may only be withdrawn by written notice prior to the deadline date set above. No proposal may be withdrawn after the deadline for submission.

Rejection

ACCESS reserves the right to reject any or all proposals, in-part or in-total, for any objective or subjective reason whatsoever.

Non-discrimination

ACCESS will not contract with any person or firm that discriminates against employees or applicants for employment because of any factor not related to job performance. The Proposer must comply with all federal, state, and local laws and policies that prohibit discrimination in employment contracts.

Compliance with laws

The Proposer must comply with all federal, state, and local laws and policies including, but not limited to:

1. The Michigan Civil Rights Act;

2. The Persons with Disabilities Act;
3. The Age Discrimination Act;
4. Section 504 of the Rehabilitation Act

Disqualification of respondents

Any one or more of the following causes may be considered sufficient for the disqualification of a Proposer and the rejection of the Proposal:

1. Evidence of collusion among Proposers
2. Lack of competency as revealed by either financial, experience, or equipment statements
3. Lack of responsibility as shown by past work.
4. Uncompleted work under other contracts which, in the judgement of ACCESS, might hinder or prevent the prompt completion of additional work if awarded.

Contract Negotiation

All proposals shall be valid for a period of 180 days from the date of the proposals are received by ACCESS in compliance with the submission instructions set forth in this RFP. If, for any reason, a contract is not executed with the selected Proposer within 14 days after notice of recommended award, then ACCESS may recommend the next most responsive and responsible Proposer.

Costs

No price increases are permitted within the first ninety (90) days after the Effective Date hereof. Thereafter, the Laboratory Account Manager shall notify ACCESS in writing immediately upon any determination of any price increase, and all price increases shall be requested in writing to ACCESS. For clarity, price increases must be approved by ACCESS's authorized representative in order to take effect, and no payment for additional materials or services beyond the amount stipulated in the Cost Proposal shall be paid without such prior approval.

Section 2: Qualifications and Responsibilities

Contractor Responsibilities

- a. To provide access to an experienced and qualified laboratory representative for technical and clinical questions regarding laboratory tests or specimens.
- b. Shall be able to pick up specimens within a reasonable timeframe to ensure serum preservation time based on service request type.

- c. Shall provide cold packs and lockbox for specimen pick-up.
- d. Shall adhere to established laboratory formulary set by ACCESS
- e. Will offer regularly scheduled pick-up times at a minimum of once per day 365 days per year, in addition to intermittent pick-up accommodations for STAT orders.
- f. To interface with ACCESS's electronic medical record (EMR) system for the communication of orders and results prior to anticipated start date of services. Results will be uploaded into the EMR in the designated area.
- g. Provide the necessary supplies for specimen collection, including but not limited to, specimen containers, tubes, tourniquets, and needles.
- h. Must maintain encrypted data transmission
- i. Maintain breach notification procedures
- j. Provide cybersecurity safeguards documentation
- k. Must comply with all federal regulations including but not limited to:
 - a. CLIA
 - b. HIPAA Privacy, Security, & Breach Notification Rules
 - c. 42 CFR Part 2
 - d. Anti-Kickback Statute
 - e. Stark Law
 - f. False Claims Act
 - g. No Surprises Act
 - h. OID Compliance Guidance for Laboratories
- l. Laboratory Results:
 - a. Provide all routine lab results within four (4) hours, not to exceed turnaround time of two (2) hours from time of specimen pick-up.
 - b. Provide all STAT lab results within one (1) hour of specimen processing, not to exceed turnaround time of two (2) hours from time of specimen pick-up.
 - c. Communicate critical/panic lab values directly to the nursing staff on duty at any hour of the day, immediately upon knowledge of critical value result.
- m. Notify ACCESS of any and all regulatory reviews/audits and make those findings available to ACCESS.
- n. Must have a Disaster Recovery Plan that includes natural, environmental, manmade, and business disasters, to ensure continued ability to fulfill contract.
 - a. Shall furnish ACCESS with a copy of the Disaster Recovery Plan or a summary of anticipated procedures in the event of a disaster.

ACCESS Responsibilities

- a. Will be responsible for the procurement of specimens.
- b. Will maintain compliance with the standards imposed by the federal Clinical Laboratory Improvement Amendments (CLIA) of 1988 and their implementing regulations for the duration of the contract.

- c. Will be responsible for ACCESS sites' medical waste disposal.
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Minimum Qualifications

Interested and qualified proposers that can demonstrate their ability to successfully provide the services/products outlined in this RFP are invited to submit proposal (s), provided they meet the following minimum qualifications. Proposers will be deemed non-responsible and rejected without any further evaluation if they do not meet the following mandatory qualifications:

- a. The proposer must have five (5) years' experience in supplying qualified medical laboratory services of same or similar scope within the past five (5) years.
 - b. The proposer has experienced, qualified, and licensed laboratory staff, describe and include Curriculum Vitae, licenses, and certifications.
 - c. The proposer must be open for laboratory services seven (7) days per week, 365 days per year.
 - d. The proposer must be able to provide same day laboratory results, excluding any laboratory tests requested to be sent out. Tests requiring send out must be explicitly defined prior to award being issued.
 - e. The proposer must be able to provide laboratory services for blood and urine testing listed in **Attachment A**
 - f. The proposer will provide all the necessary supplies for specimen collection of all available tests, including but not limited to, specimen containers, tubes, tourniquets, and needles.
 - g. Proposer or its subcontractor must be able to provide courier services inclusive of safe and proper storage, handling, and transportation of all specimens to the laboratory.
 - h. The Proposer must present chain of custody procedure manuals and proof of specimen integrity documentation.
 - i. The Proposer must have proper specimen rejection criteria documented and available for review.
 - j. The Proposer must demonstrate bi-directional HL7 interface capability with PCE Systems preferred. Proposer must be able to provide electronic result reporting, secure provider portal access, HIPAA-compliant data transmission, and real-time tracking capability. All interface fees must be disclosed in the proposal submission.
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Preferred Qualifications

Following the determination of meeting the minimum qualifications, the Proposer may be scored higher during evaluation if they meet the following preferred qualifications:

- a. The proposer, or its subcontractor, will deliver specimens to the laboratory for testing within thirty (30) minutes of pickup.
- b. The proposer, or its subcontractor, will have pick-up times available twenty-four (24) hours per day, 365 days per year.

- c. Laboratory Results:
 - a. The proposer will provide all routine lab results within four (4) hours, not to exceed turnaround time of two (2) hours from time of specimen pick-up.
 - b. The proposer will provide all STAT lab results within one (1) hour of specimen processing not to exceed turnaround time of two (2) hours from time of specimen pick-up.
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Terms and Conditions

The contract is for a term of one (1) year, with annual renewal options at the sole discretion of ACCESS with approval from ACCESS's Executive Leadership team. It is anticipated that this contract will commence on or around 10/01/2026, subject to the opening of the ACCESS Recovery Center. ACCESS reserves the right to reject any or all proposals. Submission does not guarantee contract award. All contracts are subject to legal review.

ACCESS reserves the right to conduct compliance reviews, review billing documentation, audit quality metrics, and request correct action plans. The selected contractor must maintain records for a minimum of ten (10) years or longer if required under certain circumstances.

Section 3: Submittal Requirements and Evaluation

Proposal Submission Requirements

To be considered responsive, proposals must include all components outlined below and follow the prescribed format and order. Incomplete submissions may be disqualified at the discretion of ACCESS.

Submission Instructions

- a. Proposals must be submitted electronically in PDF format.
- b. All materials must be received no later than: 06/30/2026 11:59pm
- c. Submit to: procurements@accesscommunity.org
- d. Subject line: *RFP Submission – Laboratory Services – [VENDOR NAME]*

Late submissions may not be considered.

Proposal Format

Proposals must be organized in the following order and clearly labeled by section:

- a. **Cover letter:** *Include a signed cover letter on company letterhead that includes*
 - a. Legal name of organization
 - b. Primary contact person (name, title, phone, email)
 - c. Statement of intent to provide services
 - d. Acknowledgement of compliance with all RFP requirements
 - e. Disclosure of any actual or potential conflicts of interest
 - f. Signature of authorized representative
- b. **Executive Summary:** *Provide a concise overview including:*
 - a. Summary of services offered
 - b. Key differentiators
 - c. Experience with inpatient behavioral health, MAT, MOUD, and/or CCBHC programs
 - d. Confirmation of ability to meet CSU 24/7 lab requirements
- c. **Organizational Background:** *Include the following:*
 - a. Company history and ownership structure
 - b. Years in operation
 - c. Qualifications of key personnel- including all appropriate licenses and credentials
 - d. Description of laboratory network and service areas
 - e. Documentation of all organization insurances including but not limited to:
 - i. Professional liability
 - ii. General liability
 - iii. Cyber liability
 - iv. Workers' Compensation Insurance
 - f. Description of any past or current investigations, sanctions, or Corporate Integrity Agreements.
- d. **Scope of Services Response:** *Provide a detailed response to all services outlined in this RFP, including:*
 - a. Routine lab testing capabilities
 - b. Infectious disease testing

- c. Toxicology services (including methodology and panel design)
 - i. Alignment with ASAM and SAMHSA guidance
 - ii. Interpretation support for providers
 - iii. Policies prohibiting standing orders or unnecessary testing
- d. CSU support (24/7 access and STAT capabilities)
- e. Courier and specimen handling processes
- f. Turnaround times (routine, toxicology, STAT)
- e. **Regulatory & Compliance Documentation:** *Provide the following:*
 - a. CLIA certification
 - b. CAP accreditation (if applicable)
 - c. Proof of compliance with:
 - i. HIPAA
 - ii. 42 CFR Part 2
 - iii. Anti-Kickback Statute
 - iv. Stark Law
 - d. Description of internal compliance program
 - e. OIG exclusion screening policy
 - f. Fraud, waste, and abuse prevention policies
- f. **Michigan Medicaid, Managed Care, Medicare, and Commercial Payer Participation:** *Provide a detailed response include the following information:*
 - a. Michigan Medicaid Provider ID
 - b. List of contracted Medicaid Managed Care Plans and network status
 - c. List of all contracted commercial and Medicare plans and network status
 - d. Billing practices and compliance safeguards including the use of collection agencies for overdue accounts
 - e. Prior authorization support processes
 - f. Denial management processes
 - g. Sample claim workflow
- g. **Quality Assurance & Performance:** *Provide the following:*
 - a. Quality assurance plan
 - b. Proficiency testing protocols
 - c. Error rate metrics
 - d. Specimen rejection rates
 - e. Turnaround time performance metrics
 - f. Corrective action procedures
- h. **Data Security & Confidentiality:** *Provide a detailed description of compliance with and implementation of:*
 - a. HIPAA compliance policies
 - b. 42 CFR Part 2 compliance approach
 - c. Cybersecurity framework

- d. Data encryption methods
- e. Breach notification procedures
- f. SOC 1 or SOC 2 certification (preferred)
- i. **Billing and Fee Schedule:** *Provide a complete and transparent fee structure, including:*
 - a. Test pricing for all tests listed in ATTACHMENT A
 - b. Panel pricing (if applicable)
 - c. Courier costs (if any)
 - d. Interface/EHR costs (if any)
 - e. Supply costs: provide a statement that all supplies will be covered by the Laboratory company without cost incurred to ACCESS.
- j. **Implementation Plan:** *Include a detailed plan outlining:*
 - a. Implementation timeline
 - b. EHR interface development timeline
 - c. Go-live support
 - d. Courier pick up schedule and workflow
 - e. Contingency planning for service disruptions
- k. **Staff & Customer Support:** *Include a detailed response including:*
 - a. Organizational chart for account support
 - b. Dedicated account manager details
 - c. Clinical consultation availability
 - d. Billing and compliance support contact information and procedures
 - e. Customer service hours and escalation process
- l. **References:** *Provide a minimum of three (3) references including organization name, contact person, title, email and phone number, and description of services provided from organizations similar in scope and size, preferably:*
 - a. Behavioral health programs (with CSU or urgent care settings preferred)
 - b. MAT/MOUD programs
 - c. CCBHCs
 - d. FQHCs or community clinics
- m. **Sample Reports:** *Include examples of:*
 - a. Sample laboratory reports
 - b. Toxicology result reports
 - c. Provider-facing interpretation examples
- n. **Required Attestations:** *Proposer must submit signed statements on company letterhead confirming:*
 - a. No exclusion from federal healthcare programs
 - b. Compliance with all federal and state regulations
 - c. No engagement in inducement-based practices
 - d. Agreement to comply with all ACCESS policies

- e. Agreement to execute a Business Associate Agreement (BAA), and Qualified Service Organization Agreement (QSOA) if necessary.

Evaluation

Each proposal will be evaluated based on the criteria below. Total possible score= 100%

- Regulatory & Compliance Requirements- 20%
- Lab Test Capability- 15%
- Quality Assurance and Accreditation- 15%
- Payer Alignment, Cost and Financial Transparency- 15%
- Organizational Experience & References- 10%
- EHR Integration and Technology- 10%
- Crisis Stabilization Support- 5%
- Data Security & Confidentiality- 5%
- Implementation Plan & Operational Readiness- 5%