

# THE DETROIT WAYNE MENTAL HEALTH AUTHORITY

## REQUEST FOR PROPOSALS FOR

### ACCESS CALL CENTER

**CONTROL NO. 2016-001**

**Issue Date:** Monday, October 5, 2015

**Pre-Proposal Conference:** Monday, October 12, 2015 at 10:00 a.m. local time  
Detroit Wayne Mental Health Authority  
640 Temple, 8<sup>th</sup> Floor  
Detroit, Michigan 48201

**Pre-Proposal Question Deadline:** Wednesday, October 14, 2015 at 4:00 p.m. local time

**Proposal Deadline:** **Monday, November 2, 2015 at 4:00 p.m. local time**

**Proposal Submission Format:**

☒ **Hard Copy Submissions Accepted**  
Detroit Wayne Mental Health Authority  
640 Temple, 8<sup>th</sup> Floor  
Detroit, Michigan 48201

**Purchasing Contact:** Shareace Hill, Purchasing Manager  
640 Temple, 8<sup>th</sup> Floor  
Detroit, MI 48201  
**Phone:** (313) 833-2243  
**Email:** [shill1@dwmha.com](mailto:shill1@dwmha.com)

**Description:** The Detroit Wayne Mental Health Authority (Authority) is requesting proposals for Behavioral Health Emergency Response Call Center

A copy of this RFP can be obtained from the Michigan Inter-governmental Trade Network (MITN) website at <http://www.mitn.info>. Until the expiration date of this solicitation, it is incumbent upon the Respondent to check the website for additional information and/or addenda. If you have any questions, please call (313) 833-3604.

Written questions regarding the substance of the RFP or scope of services must be submitted via e-mail to the purchasing contact listed above no later than the Pre-Proposal Question Deadline indicated above.



Sealed Proposals are due prior to the Proposal Deadline indicated above and must be delivered to the Purchasing Division via the method(s) indicated above. Late proposals will not be accepted – NO EXCEPTIONS.

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## SECTION 1 - INSTRUCTIONS

- 1) **COMMUNICATIONS:** In an effort to create a more competitive and unbiased procurement process, the Authority desires to establish a single point of contact throughout the procurement process. From the issue date of this proposal, until a Successful Proposer is selected, all requests for clarification or additional information regarding this RFP, or contacts with the Authority personnel concerning this RFP or the evaluation process must be solely to the contact person listed on the cover page of this RFP.

A violation of this provision is cause for the Authority to reject the Proposer's proposal. If it is later discovered that a violation has occurred, the Authority may reject any proposal or terminate any contract awarded pursuant to this RFP. No contact regarding this document with other Authority employees is permitted.

- 2) **PRE-PROPOSAL INFORMATION AND QUESTIONS:** Each proposal that is timely received will be evaluated on its merit and completeness of all requested information. In preparing proposals, Proposers are advised to rely only upon the contents of this RFP and accompanying documents and any written clarifications or addenda issued by the Authority. If a Proposer finds a discrepancy, error, or omission in the proposal package, or requires any written addendum thereto, the Proposer is requested to notify the Purchasing Contact noted on the cover of this RFP, so that written clarification may be sent to all prospective Proposers. The Authority is not responsible for oral representations. All questions must be submitted in writing to the Purchasing Contact only before the Pre-Proposal Question Deadline indicated on the front of this document. All answers will be issued in the form of a written addendum.
- 3) **RFP MODIFICATIONS:** Clarifications, modifications, or amendments may be made to the RFP at any time prior to the Proposal Deadline at the discretion of the Authority. It is the Proposer's responsibility to periodically check the MITN WEBSITE until the posted Proposal Deadline to obtain any issued addenda.
- 4) **PRE-PROPOSAL MEETING:** The date, time and location of the meeting, if any, is indicated on the cover page of this RFP. **NOT MANDATORY; HOWEVER ALL PROPOSERS ARE STRONGLY ENCOURAGED TO ATTEND THIS CONFERENCE.**
- 5) **PROPOSAL SUBMISSION:** To be considered, the proposal must be prepared in the manner and detail specified in this proposal.
- Proposals must be submitted to the Authority Purchasing Division at the location indicated on the cover of this document, before the date and time indicated as the deadline. It is each Proposer's responsibility to insure that the Purchasing Division receives its proposal prior to the deadline. This responsibility rests entirely with the Proposer, regardless of delays resulting from postal handling or for any other reasons. Proposals will be accepted at any time during the normal course of business only, said hours being 8:00 a.m. to 4:30 p.m. local time, Monday through Friday, except for observed holidays.
  - Proposals received after the above deadline will not be accepted and will be returned to the Proposer unopened. The Purchasing Division's timestamp shall be the official time.
  - The opening of a proposal does not constitute the Authority's acceptance of the Proposer as a responsive and responsible Proposer.
  - Unless this RFP indicates online Proposals may be submitted, Proposals must be enclosed in a sealed envelope, box, or package, and clearly marked on the outside with the following: Project name, Control Number, Deadline date and time, and Respondent's name, address, phone, fax, and contact name.
  - Submission of a proposal establishes a conclusive presumption that the Proposer is thoroughly familiar with the RFP and specifications and terms of the Form of Contract, and the Authority's Procurement Ordinance and that the Proposer understands and agrees to abide by each and all of the stipulations and requirements contained therein.
  - All prices and notations must be typed or printed in ink. No erasures are permitted. Mistakes may be crossed out and the person(s) signing the proposal must initial corrections in ink.

- g. Proposals sent by telegraph, facsimile, or other electronic means will not be considered.
- h. All costs incurred in the preparation and presentations of the proposal, as well as any resulting contract, are the Proposer's sole responsibility; no such costs will be reimbursed to any Proposer. All documentation submitted with the proposal will become the property of the Authority.
- i. Proposals are subject to public disclosure after the deadline for opening in accordance with state law under the Freedom of Information Act (FOIA).

**6) PROPOSAL GUARANTEE:** Not Applicable

**7) PROPOSAL SIGNATURES:** An authorized official must sign the proposal. Each signature represents binding commitment upon the Proposer to provide the goods and/or services offered to the Authority if the Proposer is determined to be the most responsive and responsible Proposer.

**8) CONTRACT AWARD:** The Authority reserves the right to withdraw the RFP, to award to one Proposer, to any combination of Proposers, by item, group of items, or total proposal. The Authority may waive informalities if it is in the Authority's interest. The Proposer to whom the award is made will be notified at the earliest possible date. Tentative acceptance of the proposal, intent to recommend award of a contract, and actual award of the contract will be provided by written notice sent to the Proposer at the address designated in the proposal. All proposals must be for a firm fixed price unless modified. If, for any reason, a contract is not executed with the selected Proposer within 14 days after notice of recommended award, then the Authority may recommend the next most responsive and responsible Proposer. Award of this proposal is contingent upon the availability of funds for this project, within the sole discretion of the Authority. Acceptance of the Proposer's proposal does not constitute a binding contract. There is no contract until the Authority's policies have been fulfilled. The Authority is not liable for performance costs until the successful Proposer has been given a fully executed contract. Failure to accept the terms and conditions of the Authority's Standard Contract may deem the Proposer non-responsive.

**9) PROPOSAL MODIFICATIONS:** Clarifications, modifications, or amendments to any proposal that has been submitted, but prior to the proposal Deadline Date, may be made only within the discretion and written approval of the Purchasing Director.

**10) DUPLICATE PROPOSALS:** No more than one (1) proposal from any Proposer, including its subsidiaries, affiliated companies and franchisees will be considered by the Authority. In the event multiple proposals are submitted in violation of this provision, the Authority will have the right to determine which proposal will be considered, or at its sole option, reject all such multiple proposals.

**11) WITHDRAWAL:** Proposals may only be withdrawn by written notice prior to the Deadline date set for the opening of proposal. No proposal may be withdrawn after the deadline for submission.

**12) REJECTION:** The Authority reserves the right to reject any or all proposals, or to accept or reject any proposal in part, and to waive any minor informality or irregularity in proposals received, if it is determined by the Purchasing Director or designee that the best interest of the Authority will be served by doing so. The Authority may reject any proposal from any person, firm or corporation in arrears or in default to the Authority on any contract, debt, or other obligation, or if the Proposer is debarred by the Authority from consideration for a contract award, or if Proposer has committed a violation of the ethics or anti-kickback provisions of the Authority's Procurement Ordinance which resulted in a termination of a contract or other material sanction within the two (2) years immediately preceding the date of issuance of this document.

**13) PROCUREMENT POLICY:** Procurement for the Authority will be handled in a manner providing fair opportunity to all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Authority. The Chief Executive Officer has the vested authority to execute all Authority contracts, subject to Commission approval where required.

**14) COMPLIANCE WITH LAWS:** The Proposer must comply with all federal, state, and local laws and policies including, but not limited to:

- i. The provisions of the Authority Procurement Ethics Policy, as applicable to contractors, and Contractor agrees to provide all required disclosures;
- ii. The Michigan Civil Rights Act;
- iii. The Persons With Disabilities Act;
- iv. The Age Discrimination Act;
- v. Section 504 of the Rehabilitation Act;

- 15) NON-DISCRIMINATION:** Authority 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. The anti-discrimination policies of the Authority Procurement Policy, are incorporated into Authority contracts. The Proposer must include in its subcontracts provisions that prohibit subcontractors from discriminating in their employment practices.
- 16) NO PROPOSAL RESPONSE:** Businesses who receive this RFP but who do not submit a proposal should return a notice stating the reason(s) for not responding. Failure to return this may result in removal of the business' name from all Proposer lists.
- 17) CONTRACT NEGOTIATION:** All proposals must be firm for at least 120 days from the due date of the proposal. If, for any reason, a contract is not executed with the selected Proposer within 14 days after notice of recommended award, then the Authority may recommend the next most responsive and responsible Proposer. There is no contract until the Authority's policies have been fulfilled.
- 18) 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:
- a. Evidence of collusion among Proposers.
  - b. Lack of competency as revealed by either financial, experience, or equipment statements.
  - c. Lack of responsibility as shown by past work.
  - d. Uncompleted work under other contracts which, in the judgment of the Authority, might hinder or prevent the prompt completion of additional work if awarded.
- 19) DISCUSSIONS:** Discussions may be conducted with responsible Proposers, in order to clarify and assure full understanding of, and conformance to, the solicitation requirements. Discussions may be conducted with Proposers who submit Proposals determined to be reasonably susceptible of being elected for award, but Responses may be accepted without such discussions.

Proposers shall be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of Proposals. Such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. If during discussions there is a need for any substantial clarification of or change in the RFP, the RFP shall be amended to incorporate such clarification or change. The Proposer shall reduce any substantial oral clarification of Proposals to writing.

- 20) SUBCONTRACTORS:** In an effort to promote supplier diversity, Authority encourages Proposers to identify and include qualified disadvantaged businesses as subcontractors when proposing to provide products and services to the Authority.

**PLEASE BE ADVISED THAT BUSINESSES CANNOT SUBMIT A BID ON THEIR OWN BEHALF (i.e. PROPOSER) AND THEN BE A SUBCONTRACTOR ON ANOTHER BUSINESS'S BEHALF. BUSINESSES CAN ONLY SUBMIT AS PROPOSER OR SUBCONTRACTOR, NOT BOTH. IF A BUSINESS ELECTS TO SUBMIT A BID AND IS UTILIZED AS A SUBCONTRACTOR BY ANOTHER VENDOR, THEN THE BUSINESS'S PROPOSAL WILL BE DEEMED NON-RESPONSIVE**

Subcontractors (or their assignments) may not be changed without prior written approval by the Authority. The Contract will not be assignable to any other business entity without the Authority's approval. Proposers are encouraged to consider a joint venture.

- 21) PROPOSER RESPONSIBILITIES:** The Proposer must be capable, either as a firm or a team, of providing all services as described under SECTION 2 – SCOPE OF WORK and to maintain those capabilities until notification of the fact that their proposal was unsuccessful. Exclusion of any service for this proposal may serve as cause for rejection. The selected Proposer must remain capable of providing all services as described under SECTION 2 – SCOPE OF WORK and must maintain those capabilities until the agreement is successfully finished. The successful Proposer will be responsible for all Services in this proposal whether they are provided or performed by the Successful Proposer or Subcontractor(s). Further, the Authority will consider the Successful Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the cost of any contract. The Successful Proposer must identify all Subcontractors and the Services they provide. The Successful Proposer is responsible for all payments and liabilities of all Subcontractor(s).

The Authority reserves the right to approve or reject, in writing, any proposed Subcontractor. If the Authority rejects any proposed Subcontractor in writing, the Successful Proposer shall be responsible to assume the proposed Subcontractor's responsibilities. The Successful Proposer may propose another Subcontractor if it does not jeopardize the effectiveness or efficiency of the contract. Nothing contained in the proposal or in the contract shall create or be construed as creating any contractual relationship between any Subcontractor and the Authority.

- 22) AUTHORITY PARTICIPATION:** The Authority will provide appropriate personnel support for implementation of these agreements. The Proposer's proposal should identify Authority FTEs required and tasks to be performed by Authority personnel. For the purpose of contract administration, Authority will designate a person to serve as Authority Contract Manager. The Authority Contract Manager will serve as the primary liaison between the Authority and the Successful Proposer and will coordinate overall management and administration of the contract for the Authority.

- 23) DISCLOSURE OF CONTENTS:** All information provided in the proposal shall be held in confidence and shall not be revealed or discussed with competitors, until after award of the contract except as provided by law or court decision. All material submitted with the proposal becomes the property of the Authority and may be returned only at the Authority's option.

Proposers must make no other distribution of their proposals other than authorized by this RFP. A Proposer who shares cost information contained in its proposal with other Authority personnel or competing Proposer personnel shall be subject to disqualification.

Proposers shall not be provided any information about other proposals or prices or where the Proposer stands in relation to others at any time during the evaluation process. Any request for such information by a Proposer, its subcontractor or an affiliated party may be viewed as a compromise to the evaluation process and the requesting Proposer may be eliminated from further consideration.

## SECTION 2 - SPECIFICATIONS AND SCOPE OF WORK

**1) INTRODUCTION:** Through this Request for Proposals (RFP), the Detroit Wayne Mental Health Authority (Authority) hereby invites businesses who meet the qualifications and specifications set forth herein to submit proposals for the purpose of implementing a Behavioral Health Emergency Response Call Center.

**2) GENERAL INFORMATION:** The purpose of the Behavioral Health Emergency Response Call Center is to implement a staffed, Behavioral Health Emergency Response Call Center to provide telephonic crisis and referral support for behavioral health emergencies, 24 hours per day, 7 days per week, 365 days per year, for citizens of Wayne County. The goal is to provide a fully integrated crisis service system that utilizes a problem-solving approach and that markedly increases access to a comprehensive range of person-centered, recovery-oriented, and trauma informed crisis management and avoidance services.

The Call Center is an integral part of the overall DWMHA crisis safety net, both for active consumers of DWMHA services, as well as for the community at-large. The Call Center will integrate and coordinate with other established components of the existing DWMHA crisis safety net, including but not limited to the mobile community based Crisis Intervention Response Team, 24/7 clinical service teams and contracted hospital providers. These services will provide opportunities to meet individuals' emergent behavioral health needs while serving them in the least restrictive setting and preserving community integration. During normal business hours, the DWMHA Customer Services/Access Center responds to all callers though, depending on the demand, may warm-transfer crisis calls to the Emergency Response Call Center. Emergency Call Center volume has historically ranged from 1,100 to 1,400 calls per month. The majority of crisis calls come to the Call Center after normal business hours but the expectation is for the Call Center to be fully operational and to meet all service requirements 24 hours per day, 7 days per week, 365 days per year.

**3) MINIMUM QUALIFICATIONS:** Proposers (specifically, the business that will be contractually bound under the contract with the Authority) 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 three (3) years experience with a Call Center Operations for behavioral health services.
- b) The Proposer must have worked on at least three comparable projects.
- c) The Proposer must demonstrate LMSW staffing mix to meet demand.

**4) PREFERRED QUALIFICATIONS:** The Proposer may be evaluated higher if they meet the following qualifications:

- a) The Proposer must have five (5) years experience with a Call Center operations for behavioral health services.
- b) The Proposer must have worked on more than three (3) comparable projects.
- c) The Proposer shall be Nationally Accredited crisis calls center and provide proof of accreditation.
- d) The Proposer should demonstrate that majority of calls should be answered by majority or all LMSW staff.

### 5) SCOPE OF SERVICES:

The Call Center mission will be to:

- Provide telephonic triage, assessment, counseling and referral response to an individual, family, or community caller impacted by a crisis, by a trained behavioral health responder, 24 hours per day, 7 days per week, 365 days per year;
- Provide clinically skilled and empathic assistance to individuals and families in crisis in order to mitigate the crisis as quickly and safely as possible;

- Provide coordination with community based providers, such as the mobile Crisis Intervention Response Team, Active Community Treatment and Home Based Teams, and contracted hospitals to ensure a face-to-face assessment and crisis support when indicated;
- Identify those individuals who have an urgent need for follow-up calls for behavioral health support to prevent hospitalization;
- Adhere to defined performance metrics and commit to a quality assurance and improvement process.

## **Contractor's Responsibilities**

### **Specific Call Center Requirements:**

- Operate a telephonic, Behavioral Health Emergency Response Call Center 24 hours per day, 7 days per week, 365 days per year;
- Assume and utilize the current crisis call-in numbers
- Hold accreditation(s) related to the operation of a Behavioral Health Emergency Response Call Center, such as American Association of Suicidology (AAS) or an equivalent accreditation
- Maintain staffing levels and competencies as follows:
  - Individual staff must be dually trained and competent for serving children, adolescents, adults and older adults and the program must have staff assigned to work from all competency areas at all times;
  - Staff competencies must include cultural competence and co-occurring disorders;
  - Provide 24/7 access to a licensed, masters level (or above) mental health professional who is a professionally credentialed expert in crisis work or suicidology and who will provide case level consultation as needed;
  - Identify a program supervisor or director that has at least 6 months prior experience in behavioral crisis work and some formal education in crisis intervention or suicidology.

Operate under policies and procedures that ensure initial and ongoing staff training, and ongoing staff monitoring and evaluation, and that includes a defined, planned training curriculum that is competency and performance based. Staff performance measures will include telephone etiquette, staff knowledge and competency, work error rate, and adherence to call center protocols.

- Coordinate a range of services and referrals that divert people from inpatient psychiatric hospitalization and emergency rooms whenever possible, to less restrictive, recovery oriented service alternatives. Coordination efforts will primarily consist of phone communication with on-call ACT or Home Based team members, Crisis Intervention Recovery Team staff, DWMHA Utilization Management, Access, and Customer Services staff,
- Implement standardized protocols reflecting evidenced based practices that are co-occurring capable, trauma-informed, and recovery focused for individuals with multiple service needs, including but not limited to individuals with co-occurring disorders (e.g. substance abuse, developmental disabilities, traumatic brain injury, mental illness) and/or accompanying medical conditions as well as being sensitive to the special needs of older adults, children, and adolescents



- Provide clinical summary of service and disposition for coordination and continuation of care purposes through an accessible electronic method that is maintained in real-time and accessible 24/7 to the PIHP.
- Have the capacity to receive and review “real time” crisis support plans, crisis alerts and other appropriate clinical information electronically from service providers
- Sufficient information technology system that allows for:
  - immediate access to client and resource data needed to provide clinically informed, efficient, safe and coordinated crisis intervention and triage
  - measurement of performance against expected standards, outcome measurement, and monitoring and evaluation of program and service quality
  - call center technology to document all calls providing sufficient call detail and transfer capability
  - internet access, resource database, electronic documentation and reporting system
  - capability to interface with the current DWMHA data collection system and EMR
- Ability to track all incoming phone calls, record and monitor phone calls for supervision, training and quality assurance
- Policies and procedures to support continuous quality assurance and improvement with capability to implement and report on standard quality improvement measures, including but not limited to customer satisfaction.
- Ability to measure, monitor, meet or exceed and report required performance standards as follows:

Required Performance Standards				
	Standard	Defined	Required Benchmark Criteria	Reporting Frequency
Accessibility	Call Blockage	% of callers not able to access the call center due to insufficient phone lines, understaffing	0% of incoming calls at all times will be blocked	Monthly to PIHP
	Hours of Operation	24 hours per day, 7 days per week, 365 days per year	Required hours of operation will be achieved 100% of the time	Monthly to PIHP
	Call Abandonment	% of calls that after 8 seconds (two rings) become abandoned before being answered	2% or less of total received calls will result in call abandonment	Monthly to PIHP
Speed of Service	Speed of Answer	% of calls answered in 30 seconds or less	95% or more of the calls will be answered in 30 seconds or less	Monthly to PIHP
	Speed of answer	Average number of seconds to answer a call	Average number of seconds to answer a call will be 12 seconds or less	Monthly to PIHP

- Ability to develop collaborative relationships with community partners such as law enforcement, emergency room personnel, and behavioral health care providers
- Capacity and protocols to support warm transfers and post-crisis follow-up to other services or levels of care
- Participation in DWMHA quarterly crisis safety network meetings, as required, to coordinate crisis safety net services.
- Monthly reporting by the Proposer to the Authority will be required. Minimally the Proposer will report the total number of calls received as well as data on all of the Required Performance Standards outlined above.
- The Proposer staff infrastructure should be able to accommodate the current volume but also, must be expandable to handle any future expansion of the hot line.
- The Voice network used by the staff of the Crisis hot line should be a Voice-Over-Internet-Phone solution (VOIP).
- The voice network used to support the Crisis line should have full Automated-Call-Distribution (ACD) features. This includes the gathering and reporting of a robust set of Call-Center metrics.

### **Authority Responsibilities**

DWMHA's Quality and Utilization Management department will monitor compliance with performance standards using data collected and reported by the Proposer and by DWMHA. Additional benchmarks may be suggested by the Proposer and/or set at the discretion of DWMHA.

**6) CONTRACT TERM:** The contract is for a term of three (3) years, with a two-year renewal option at the sole discretion of the Authority. It is anticipated that this contract will commence on January 1, 2016 subject to the Authority Board approval.

## SECTION 3 - EVALUATION CRITERIA AND SUBMITTAL REQUIREMENTS

1) **EVALUATION:** All proposals received will be evaluated by an Evaluation Committee comprising of Authority representatives. The following factors, listed in relative order of importance, will be considered in making the selection:

- Experience and Qualifications (30 points)
- Workplan and Timeline (30 points)
- Quality Management (15 points)
- Technical Solution (15 points)
- Financing/Compensation (10 points)

Each proposal submitted in response to this RFP shall focus on the above criteria. The Evaluation Committee also may consider past performance of the Proposer on other contracts with the Authority or other entities. Proposals will be evaluated equally and fairly; no preference will be given to any Proposer based solely on previous experience with the Authority or to an incumbent thereof. The Authority reserves the right to make additional inquiries and may request the submission of additional information.

### 2) GENERAL SUBMITTAL REQUIREMENTS:

- a) **NUMBER OF COPIES:** One original, plus two copies (three total) of the entire proposal must be submitted. The original must be marked "ORIGINAL." Each copy must be identical to the original. The Proposals must be in labeled 3 ring binders. In addition **an electronic copy of the complete Proposal must be submitted** on a CD, DVD or USB drive in PDF or Microsoft Office (.doc, .docx, .xls or .xlsx) formats.
- b) **PROPOSAL FORMAT:** Each proposal should be prepared simply and economically. Responses shall include the requirements listed below and in the following section.
- c) **PROPOSAL CONTENT:** The Proposer must include the following items, or the proposal may be deemed non-responsive and rejected without any further evaluation (unless otherwise indicated herein):
1. All forms contained or listed in Section 5 in this RFP, fully completed:
  2. A copy of Proposer's latest audited, reviewed, or compiled financial statements (balance sheet, income statement, statement of cash flows, footnotes) prepared by an independent certified public accountant. If your company is not required by federal, state and local law, financial institutions, or company management to have audited, reviewed, or compiled financial statements prepared by an independent certified public accountant, you may submit an internally generated balance sheet and income statement instead.
  3. Evidence showing that the Proposer meets each of the Minimum Qualifications listed in the Scope of Work of this RFP. (See next section for more detail).
  4. A complete response to each of the items in the next section, which are specific to the evaluation criteria. (See next section for more detail).

3) **SUBMITTAL REQUIREMENTS SPECIFIC TO EVALUATION CRITERIA:** Submit a complete response to each of the following items. List them in the order below, following your submission to the above:

#### a) Experience and Qualifications:

1. Describe how you meet or exceed the minimum qualifications in the Scope of Work in this document.
2. Describe how you meet or exceed the preferred qualifications in the Scope of Work in this document.
3. Proposer shall describe experience and background as it relates to Call Center Services.

4. Identify any special skills or qualifications as it relates to Call Center Services. Identify training topics as related to this RFP for staff.
5. Proposer shall describe ability to coordinate the array of Call Center services:
  - Describe the organization's staff credentials and experience, which would provide Call Center services.
  - Describe experience coordinating with community based providers, such as the mobile Crisis Intervention Response Team, Active Community Treatment and Home Based Teams, and contracted hospitals to ensure a face-to-face assessment and crisis support when indicated.
6. The Proposer shall describe their capacity to complete the developmental work necessary to implement the services to be provided in this RFP in a timely manner. Specifically, this refers to activities such as hiring staff, training staff, obtaining needed equipment, and so on.
7. The Proposer must submit the following information at the time of bid submission:
  - A current staff list, along with job titles, credentials and phone numbers of each staff person. If the Proposer has multiple sites, a list of the clinical staff at each site must be included.
  - A list of organizations, contact names and phone numbers of the organizations for which the Proposer has provided services
  - Three examples of person centered services.
8. The Proposer shall submit documentation and proof of entity (e.g. IRS 501(c) 3 determination); copy of Articles of Incorporation or document under which the organization is constituted/organized from its inception.
9. The Proposer shall include the names, addresses, and title or representation of all owners or controlling parties of the organization, whether they are individuals, partnerships, corporate bodies, or subdivisions of the bodies.
10. The Proposer shall attach a copy of its Accreditation Certificate (if applicable). The Proposer should describe their current accreditation, and in what way their accredited services assist them in being "poised" to provide effective and efficient, specialized residential services. If the Proposer is not accredited and is in the process of gaining accreditation please provide that information.
11. The Proposer shall include a copy of the Organization's Performance Improvement Plan (Continuous Quality Improvement).

**b) Work Plan:**

1. The Proposer shall give examples of the types of consumers they serve and describe the treatment methods used to serve these types of consumers.
2. The Proposer shall attach procedures relating to the Proposer's Recipient Rights process, staff training on Recipients Rights and the process for monitoring staff's compliance with Chapter 7 (Recipient Rights) of the Michigan Mental Health Code.
3. Proposer shall describe consumer involvement (direct/indirect) with Proposer's operations.
4. Proposer shall describe Program Evaluation and Performance Indicators in addition to those outlined in the Service Description:
  - Identify Proposer expected outcomes of the services.
  - Identify Proposer program evaluation procedures.
  - Identify additional Performance Indicators as identified by the Proposer.
5. Describe the major component of the services to be provided, including interventions to be utilized and theoretical basis.
6. The Proposer shall describe how the organization will ensure availability of service:
  - 24 hours per day, 7 days per week, 365 days per year providing telephonic triage, assessment, counseling and referral response to an individual, family, or community caller impacted by a crisis, by a trained behavioral health responder,

- The capacity to provide a rapid response to early signs of relapse, including the capacity to provide multiple contacts daily with beneficiaries in acute need or with emergent conditions.
- 7. Providing 24/7 access to a licensed, masters level (or above) mental health professional who is a professionally credentialed expert in crisis work or suicidology and who will provide case level consultation as needed
- 8. Describe the client follow-up procedures, including evidence of linkage to community resources.
- 9. Describe referrals, including the program's relationship with other human services agencies, institutions and self-help groups.
- 10. Describe the process to inform the community of services and phone number of Call Center Services.
- 11. Identify ability to assist client(s) in crisis-situations.
- 12. Identify abilities and experience dealing with individuals with depression, schizophrenia, and other psychiatric disorders.
- 13. The Proposer shall attach personnel policies and procedures specific to:
  - Credentialing, Privileging, licensing and competency of staff.
  - Training (initial and ongoing).
  - Orientation.
  - Recruitment and selection
  - Performance evaluation
  - Supervision
  - Managing clinical risk, emphasizing consumer empowerment and integration with their communities.
  - Termination
- 14. The Proposer shall describe the organization's accessibility, cultural competency and diversity plan:
  - The Proposer shall provide, an assessment of its ability to serve persons with communication impairments (e.g. vision, hearing, speech, and sensory), other than English as a first language and develop a plan to improve accessibility.
  - The Proposer shall describe their process to assist consumers with community integration
- 15. Corporate Compliance:
  - The Proposer shall include a copy of the Organization's Corporate Compliance Program.
  - The Proposer shall describe its ethics hotline.
  - The Proposer shall describe its policy on non-retaliation and non-retribution to protect its employees.

**c) Quality Management:**

1. Measure performance against expected standards, outcome measurement, and monitoring and evaluation of program and service quality.
2. Provide call center technology to document all calls providing sufficient call detail and transfer capability.
3. The Proposer shall include a copy of its last 2 years of Customer Satisfaction Surveys. The Proposer shall explain its procedures for distribution of the survey, follow-up of the results and how the results are implemented in order to improve customer satisfaction.

**d) Technical Solution:**

1. The Proposer shall describe the organization's operation and the staff and systems available to:
  - Maintain a database of consumers that includes but is not limited to service activity provided.

- Maintain a database system that allows for immediate access to client and resource data needed to provide clinically informed, efficient, safe and coordinated crisis intervention and triage.
  - Provide internet access, resource database, electronic documentation and reporting system.
  - Provide capability to interface with the current DWMHA data collection system and EMR.
2. Describe their Information System including how it tracks and reports calls and content to the Crisis Center. How does it categories calls for future management analysis.
  3. Describe how their Call Center is structured, and managed, including the real-time management techniques and tools to ensure the smooth operations at peak volume.
  4. Describe how innovative technologies would be used to reduce the barriers for citizens to access Crisis Center Services (texting, mobile device apps, etc...
  5. Describe how they will interface and interact their services to local - first responder services in the community.
  6. The voice network used to support the Crisis line should have full Automated-Call-Distribution (ACD) features. This includes the gathering and reporting of a robust set of Call-Center metrics. All Proposers should be able to describe how the Call Center metrics are reported up to the DWMHA management.

**e) Financing/Compensation:**

1. Proposer shall provide cost per call and specify what constitutes a billable call. Other information as necessary to explain pricing structure.
2. Provide detail of how you arrived at this figure. Be sure to include breakdowns by position and hours, as well as detail of anticipated reimbursable expenses.

**4) EXCEPTIONS:** Proposer shall clearly identify any proposed deviations from the language contained herein. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Proposer's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Proposer's proposal, the Authority will assume complete conformance with this specification and the successful Proposer will be required to perform accordingly. Proposals not meeting all requirements may be rejected.

**5) SHORTLISTING:** The Authority may shortlist the Proposers based upon responses to the above items. If necessary, the Authority will conduct interviews/demonstrations. The Authority will notify each Proposer on the shortlist, if such presentation is required. These presentations will provide an opportunity for the Proposers to respond to questions posed by the evaluation committee and to clarify their proposals through exhibition and discussion. The Authority will not reimburse oral presentation costs of any Proposer.

## **SECTION 4 –FORM OF CONTRACT**

**THE STANDARD CONTRACT TEMPLATE WILL BE UPLOADED ONTO MITN AS AN  
ATTACHMENT**

## SECTION 5 - REQUIRED FORMS

### FORMS INCLUDED IN THIS SOLICITATION DOCUMENT:

- (1) Proposal Form

### FORMS THAT MUST BE DOWNLOADED FROM THE AUTHORITY'S WEBSITE\*

*Failure to complete and submit these forms with your Proposal may result in it being deemed non-responsive and rejected without further evaluation.*

- (2) Business Information Questionnaire Form
- (3) Ethics in Contracting Vendor Form
- (4) Subcontractor Form

\* Unless specified, download forms at: <http://www.dwmha.com/Documents.aspx> (scroll down to "Procurement Documents)."



## **PROPOSAL FORM**

**Failure to complete this form shall result in your Proposal being deemed non-responsive and rejected without further evaluation.**

### **TO: DETROIT WAYNE MENTAL HEALTH AUTHORITY:**

The Undersigned hereby offers and, if the contract is executed by the Authority Executive, agrees to furnish the goods and/or services in compliance with all terms, scope of work, conditions, specifications, and addenda in the Request for Proposals. The Undersigned further agrees to accept, via email or other electronic means, any and all notifications and contractual documents including, but not limited to, notifications, insurance verification requests, and purchase orders.

### **ADDENDA:**

The undersigned has read, understands and is fully cognizant of the Information to Proposers, including the Form of Contract, all Exhibits thereto, together with any written addendum issued in connection with any of the above. The undersigned hereby acknowledges receipt of the following addendum(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ (write "none" if none). In addition, the undersigned has completely and appropriately filled out all required forms.

### **OBLIGATION:**

The undersigned, by submission of this Offer, agrees to be obligated, if recommended for award of the contract and if the contract is executed by the Authority Executive, to provide the stated goods and/or services to the Authority for the term as stated in this RFP, and to enter into a contract with the Authority, in accordance with the conditions, scope and terms, as well as the Form of Contract, together with any written addenda as specified above.

### **COMPLIANCE:**

The undersigned hereby accepts all administrative requirements of the RFP and will be in compliance with such requirements. By submitting this Proposal Form, the Proposer represents that: 1) the Proposer is in compliance with any applicable ethics or anti-kickback provisions of the Authority's Procurement Ethics Policy, and 2) if awarded a contract to provide the Services required in the RFP, the Proposer will comply with the ethics and anti-kickback provisions of the Authority's Procurement Ethics Policy and Business in.

### **NONCOLLUSION:**

The undersigned, by submission of this Proposal Form, hereby declares that this Proposal is made without collusion with any other business making any other Proposal, or which otherwise would make a Proposal.

### **PERFORMANCE GUARANTEE:**

The undersigned further agrees that if awarded the Agreement, it will submit to the Authority any required performance guarantee (i.e. irrevocable letter of credit or cash deposit).

### **SUBMITTAL REQUIREMENTS:**

The undersigned certifies it has attached a complete response to each of the submittal requirements listed in the Evaluation Criteria and Submittal Requirements section of this RFP.

### **IRAN SANCTION DISCLOSURE:**

The undersigned hereby states that there is no economic relationship that exists between the owner or any employee of the Bidder/Respondent and the Country of Iran (The undersigned is in compliance with the Iran Economic Sanctions Act, Act 517 of 2012).

**No proposal shall be accepted which has not been manually signed in ink in the appropriate space below:**

I certify, under penalty of perjury, that I have the legal authorization to bind the firm hereunder:

**For clarification of this offer, contact:**

\_\_\_\_\_  
Company Name

Name: \_\_\_\_\_

\_\_\_\_\_  
Address

Title: \_\_\_\_\_

\_\_\_\_\_  
City State Zip

Phone: \_\_\_\_\_

\_\_\_\_\_  
Signature of Person Authorized to Sign

Fax: \_\_\_\_\_

\_\_\_\_\_  
Printed Name

Email: \_\_\_\_\_

\_\_\_\_\_  
Title

\_\_\_\_\_  
Federal Tax ID

Acknowledged before me by \_\_\_\_\_ (name) as \_\_\_\_\_ (title)  
of \_\_\_\_\_ (company) this \_\_\_\_ (day) of \_\_\_\_\_, 201\_\_.

Notary Signature: \_\_\_\_\_

My Commission Expires: \_\_\_\_\_

Affix Seal