

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
RSA UNION BUILDING
100 N. UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, ALABAMA 36130-1410
www.mh.alabama.gov

June 6, 2018

RFP #2019-02

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals from qualified medical firms to provide services as **medical officer of the day** for after hour and weekend coverage to the DMH Facilities located in Tuscaloosa, AL. Proposals will be accepted until **Friday, June 29, 2018 at 2:00 pm.**

The submission of a proposal does not guarantee the award of a contract. Any contract resulting from the proposal is not effective until it has received all required governmental approvals and signatures. In addition, the selected vendor shall not begin performing work under this contract until notified to do so by the departmental contracting agent. **Any contract obtained from this RFP will start at the State of Alabama's fiscal year which is October 1.**

When submitting a proposal, please read the entire RFP document and return your proposal in the requested format. All proposals should be submitted in ink or typed and contain an original signature.

MAILING NOTE: Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. **By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed.** Postmarks of the date mailed are insufficient; the proposal must actually be received at the listed office by the date and time specified regardless of the delivery service used.

Sincerely,

Joey Kreuter

Joey Kreuter, Director
Office of Contracts & Purchasing

Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Date & Time: **Friday, June 29, 2018 at 2:00 pm.**
Review the mailing note.

RFP Contact Info: Leola Rogers
ADMH
Office of Contracts & Purchasing
RSA Union Building
100 North Union Street, Suite 570
Montgomery, AL 36104
Telephone Number (334) 353-7440
Email: leola.rogers@mh.alabama.gov

MAILING NOTE:

Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are **not** accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed thru the State mail facility before it is forwarded to the appropriate State agency, thus delaying its arrival to the department. **By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely and will not be reviewed.** Postmarks of the date mailed are insufficient; the proposal must actually be received at the listed office by the date and time specified regardless of the delivery service used.

ADDITIONAL INFORMATION

1. Who **MAY** respond to this RFP? Medical firms.
2. Who **may not** respond to this RFP? Staffing agencies, Individuals, Employees of DMH, and current state employees.
3. In order to do business in the State of Alabama all businesses domestic and foreign must be registered with the Alabama Secretary of State Office.
*Domestic means within the State of Alabama. **Foreign means out-of-state.
4. If contracted with the State of Alabama, all vendors must:
*Enroll in E-Verify System thru Homeland Security.
*Register with STAARS Vendor Self Service at <https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService>
5. The Department of Mental Health reserves the right to reject any and all proposals if RFP instructions are not adhered to, such as: received after deadline (see mailing note), requested # of submissions not received.
6. **Specify facility of interest (if applicable).** Each facility determines the contract vendor for their location.

SECTION I

The Alabama Department of Mental Health (ADMH) is soliciting proposals from qualified medical firms to provide services as **medical officer of the day** for after hour and weekend coverage to the DMH Facilities located in Tuscaloosa, AL.

Contract services are available at the following location(s): **Specify facility of interest.**

- 1. Bryce Hospital (Bryce)
- 2. Mary S. Harper Geriatric Center (Harper Center)
- 3. Taylor Hardin Secure Medical Facility (THSMF)

=====

Required Qualifications

A. For Bryce Hospital:

- 1. Provide physicians with an active Alabama Medical license and have adequate malpractice coverage.
- 2. Physician must have privileges in Medicine.
- 3. Physician providing services must become a member of the Bryce Hospital medical staff.

B. For Harper Center:

- 1. Provide physicians with an active Alabama Medical license and have adequate malpractice coverage.
- 2. Physician must be board certified in Medicine. The certification must be by an American Board of Medical Specialties Board.
- 3. Physician must have privileges in Medicine.
- 4. Physician providing services must become a member of the Mary S. Harper Center medical staff.
- 5. Provide services to mentally ill geriatric patients.
- 6. Complete the facility orientation to work environment, job duties, policies and procedures, and other information.

C. For THSMF:

- 1. Provide physicians that have graduated from approved school of medicine followed by an internship approved by the American Medical Association.
- 2. Provide physicians with a license issued by the AL State Board of Medical Examiners.
- 3. Physician must have at least 5 years of experience as a practicing physician.

Scope of Work for Bryce Hospital:

- A. Contractor agrees to provide licensed physicians who shall serve as Medical Officer of the Day (MOD) for **Bryce** from Monday-Thursday beginning at 4:30 pm through 8:00am the following morning and from 4:30pm on Friday to 8:00am the following Monday. MOD shall cover both Medicine and Psychiatry during weekday after hour calls and 24 hours on each State holiday.
- B. Contractor agrees to provide only licensed physicians who have been privileged by the medical staff to take calls for both medicine and psychiatry to be on the call schedule for on call coverage for psychiatry from Monday through Thursday beginning at 4:30 pm through 8:00am the

following morning and to provide daytime coverage on any occasion that ward/program MD is not available to include vacations, sick days, and conferences.

- C. Contractor must be willing to work with the mentally ill of all ages to include geriatric patients.
- D. Contractor must provide onsite patient care and evaluation when requested.
- E. Contractor/physician providing services must complete the facility/departmental mandatory in-service education which include orientation, annual updates for Joint Commission, Center for Medicare & Medicaid Services, and DCH updates as necessary.
- F. All of the physicians available for rotating on the on call schedule must perform an adequate number of calls to enable review of their work by the Credentialing and Privileges Committee of the facility.
- G. Contractor agrees to provide additional hours of MOD services based on the hospital's need and by mutual agreement of the contracting parties.
- H. Medical Officers of the Day must be willing to comply with the guidelines and requirements set forth in the M.O.D, orientation manual.
- I. Contractor agrees to ensure that MOD will contact the Bryce Hospital no later than 7:00 AM on Saturday and Sunday and holidays to determine if it will be necessary for him/her to make rounds at Bryce each weekend. The physician shall meet with the charge nurse at Bryce to review any abnormal vitals, blood sugars, labs and examine patients as clinically needed. Patients who have had a fall and those on whom neuro-checks have been ordered must be examined, and a note written.
- J. Contractor agrees to ensure that MOD will carry a pager and be available for the entire duration of the call. Alternate means of communication shall be provided (cell number, home number) but the pager shall remain the first method of communication. The physician, while on-call, must be within a 1-hour radius. A monthly on-call schedule shall be made available one week prior to the end of each month. Should the physician scheduled to take a call be unable to complete his/her night of call, the group is responsible for providing a back-up physician to be immediately available to complete the night of call.
- K. Contractor agrees to provide on-call physician (s)) exclusively for facilities covered under this contract. The physician or may NOT at the same time be on call for another facility outside of the DMH or be engaged in any activity that will prevent the physician from responding or reaching the facility in a timely manner.
- L. Contractor agrees to ensure that MOD will be available to accept and provide hand-off of patient information prior to coming on or off call in accordance with JCAHO regulations and hospital policy.
- M. Contractor agrees that the physician or initiating verbal and/or phone orders must sign or ensure that his/her orders are SIGNED, DATED and TIMED within 48 hours of initiating the order.
- N. Contractor agrees to complete Medication Reconciliation on all new admissions, readmissions and transfers.

- O. Contractor agrees that when requested and when patients are admitted after 4:30pm Monday through Friday or on weekends, a history and physical, including a full neurological exam must be performed on new admissions or readmissions to the facility (that by which the facility is defined as a new admission). Dictated history and physical exams must be signed within the timeframe required by the hospital. In addition, all other forms of documentation required by the facility at admission must be completed in a timely manner.
- P. Contractor agrees that if a patient is transferred to the emergency room (ER), hand-off information must be provided to the ER. If the patient is sent back without being admitted, the on-call physician must receive hand-off information, review the recommendations and make appropriate changes to treatment.
- Q. Contractor agrees to assess patients who report illness and who have returned to Bryce from a hospitalization.
- R. Contractor agrees to provide on-site patients evaluations before transfer to the local hospital for evaluation, except in case of an emergency.
- S. Contractor agrees to provide examinations for patients placed in seclusion or restraint; the physician must sign, date and time the verbal orders within the established timeframes for the procedure. A progress note and any other required documentation must be completed within specified timeframes established by the facility.
- T. Contractor agrees to that if an EKG is performed during on-call hours, it must be reviewed and signed by the on-call physician.
- U. Contractor agrees that a patient may not be taken off 1:1 without being examined and a progress note being documented signed, dated and timed.
- V. Contractor agrees that patients who are alleged to have sexual contact shall be evaluated based on the hospital policy. Patient must also be assessed for competency to consent, which shall be completed by the MOD on weekday after hour calls and the psychiatric on-call physician on weekends. Such patients shall be examined by a physician.
- W. Contractor agrees to ensure that the MOD makes entries in the patient's charts regarding deaths of patients, movement of patients to other areas and/or hospitals and treatment of patients to ensure continuity of care. Following a death, the contractor will ensure that MOD makes contact with the family to answer any questions regarding the medical issues relevant to the event based on individual family practice.
- X. Contractor agrees that progress note entries must be dated, timed, signed and titled. Progress notes and all entries should be legible and of sufficient content and clarity that readers are easily able to understand the encounter.
- Y. Contractor agrees to ensure that the MOD will perform other such duties as required and comply with facility and DMH policies and procedures, Joint Commission and CMS regulations.

Scope of Work for Harper Center:

- A. Contractor agrees to provide licensed physicians who shall serve as Medical Officers of the Day [M.O.D] for **Harper Center** from Monday-Thursday beginning at 4:30pm through 8am the

following morning and from 4:30pm on Friday to 8am the following Monday. M.O.D shall cover both Medicine and Psychiatry during weekday after hour calls, 24 hour coverage on State holidays, and to provide daytime coverage on any occasion that ward/program MD is not available to include vacations, sick days, and conferences. Psychiatry on-call physicians shall cover Psychiatry on weekend calls.

- B. Contractor agrees to provide only licensed physicians who have been privileged by the medical staff to take call for both Medicine and Psychiatry to be on the call schedule for on-call coverage in Psychiatry from Monday – Thursday beginning at 4:30pm through 8:00am the following morning.
- C. Contractor agrees to provide additional hours of M.O.D service based on the Hospital’s need and by mutual agreement of the contracting parties.
- D. Contractor must be willing to work with the mentally ill of all ages to include geriatric patients.
- E. Contractor must provide onsite patient care and evaluation when requested.
- F. Contractor/physician providing services must complete the facility/departmental mandatory in-service education which includes orientation, annual updates for Joint Commission, Center for Medicare & Medicaid Services, and DCH updates as necessary.
- G. All of the physicians available for rotating on the on call schedule must perform an adequate number of calls to enable review of their work by the Credentialing and Privileges Committee of the facility.
- H. Contractor agrees to provide additional hours of MOD services based on the hospital’s need and by mutual agreement of the contracting parties.
- I. Medical Officers of the Day must be willing to comply with the guidelines and requirements set forth in the M.O.D, orientation manual.
- J. Contractor agrees to ensure that M.O.D’s will make rounds each Saturday and Sunday. The physician shall meet with the charge nurse, review any abnormal vitals, blood sugars, labs and examine patients as clinically needed. Patients who have had a fall and those on Neuro-checks must be examined and a note written.
- K. Contractor agrees to ensure M.O.D’s carries a pager and be available for the entire duration of the call. Alternate means of communication shall be provided [cell number, home number] but the pager shall remain the first method of communication. The physician while on-call must be within a 1 hour radius. A monthly on-call schedule shall be made available one week prior to the end of each month. Should the physician scheduled to take a call is unable to be on call for any reason, [including disciplinary reasons] the group is responsible for providing a back-up physician to be immediately available to complete the night of call .
- L. Contractor agrees to provide on-call physician(s) exclusively for facilities covered under this contract. The physician may NOT at the same time be on call for another facility outside of the DMH or be engaged in any activity that will prevent the physician from responding or reaching the facility in a timely manner.

- M. M.O.D's must be available to accept and provide hand-off of patient information prior to coming on or off call in accordance with JCAHO regulations and hospital policy.
- N. Contractor agrees that the physician initiating verbal and/or phone orders must sign or ensure that his/her orders are SIGNED, DATED, and TIMED within 72 hours of initiating order.
- O. Contractor agrees to complete Medication Reconciliation must be completed on all new admissions, readmissions and transfers.
- P. Contractor agrees that when requested and when patients are admitted after 4:30pm Monday through Friday or on weekends, a history and physical, including a full neurological exam must be performed on new admissions or readmissions to the facility (that by which the facility is defined as a new admission). A progress note shall serve as the interim history and physical when the exam is dictated and awaiting transcription. The interim note must contain enough data to guide treatment until the dictated exam is in the chart. Dictated history and physical exams must be signed within the time frame required by the hospital. In addition all other forms of documentation required by the facility at admission **must be** completed in a timely manner.
- Q. Contractor agrees that if a patient is transferred to the emergency room, hand-off information must be provided to the ER. If the patient is sent back without being admitted, the on-call physician must receive hand-off information, review the recommendations and make appropriate changes to treatment. *On weekends/holidays when a patient is readmitted by the MOD to the Harper Center after discharge from inpatient medical hospital admission, the MOD's will do ROUNDS ON THE patients DAILY until the next working day, when the patient's medical team is able to review the patient. However, if the MOD determines on the second visit that the patient is remaining stable and no significant post-hospitalization care or monitoring is needed, the MOD may write a note to the effect that the patient will be seen on an as needed basis.*
- R. Contractor agrees to provide examinations for patients placed in seclusion or restraint; the physician must examine the patient and sign, date and time the verbal orders within the established time frames for the procedure. A progress note and any other required documentation must be completed within specified time frames established by the facility. *If a medical record documentation is left undone or left incomplete, the MOD will complete the required documentation in the time-frame required by hospital or other policies.*
- S. Contractor agrees that if an EKG is performed during on-call hours, it must be reviewed and signed by the on-call physician.
- T. Contractor agrees that a patient may not be taken off 1:1 without being examined and a progress note being documented signed, dated and timed.
- U. Contractor agrees that patients who are alleged to have sexual contact shall be evaluated based on hospital policy. Such patients shall be examined by a physician. Patient must also be assessed for competency to consent which shall be completed by the M.O.D on weekday after hour calls and the Psychiatric on call physician on weekends.
- V. Contractor agrees to ensure that M.O.D's shall make entries in the patient's charts regarding deaths of patients, movement of patients to other areas and/or hospitals and treatment of patients to ensure continuity of care. Following a death, the contractor agrees to ensure the M.O.D shall make contact with the family to answer any questions regarding the medical issues relevant to the event based on individual family practice.

- W. Contractor agrees progress note entries must be dated, timed and signed and titled. Progress notes and all entries should be legible and of sufficient content and clarity that readers are easily able to understand the encounter.
- X. Contractor agrees to ensure that M.O.D's shall perform other such duties as required by the Medical Director and/or Clinical Director/designee and comply with facility and DMH policies and procedures, Joint Commission and CMS regulations.
- Y. Contracted service providers will participate in the Quality Assurance Program for Contracted Services: Any item related to the contracted service may be added for quality assurance.
- Z. Physician must be able to carry out assignment responsibilities safely, competently, and in a timely manner.

Scope of Work for Taylor Hardin:

- A. Contractor agrees to provide licensed physicians who shall serve as Medical Officer of the Day for **Taylor Hardin Secure Medical Facility** from Monday-Thursday beginning at 4:30pm through 8:00am the following morning and from 4:30pm on Friday to 8:00am the following Monday. MOD shall cover Medicine during weekday after hour calls, 24 hours on each State holiday and to provide daytime coverage on any occasion that ward/program MD is not available to include vacations, sick days, and conferences
- B. Contractor agrees to provide only licensed physicians to take calls for Medicine.
- C. Contractor agrees to provide additional hours of MOD services based on the hospital's need and by mutual agreement of the contracting parties.
- D. Contractor must be willing to work with the mentally ill of all ages to include geriatric patients.
- E. Contractor must provide onsite patient care and evaluation when requested.
- F. Contractor/physician providing services must complete the facility/departmental mandatory in-service education which includes orientation, annual updates for Joint Commission, Center for Medicare & Medicaid Services (CMS), and DCH updates as necessary.
- G. All of the physicians available for rotating on the on call schedule must perform an adequate number of calls to enable review of their work by the Credentialing and Privileges Committee of the facility.
- H. Contractor agrees to provide additional hours of MOD services based on the hospital's need and by mutual agreement of the contracting parties.
- I. Medical Officers of the Day must be willing to comply with the guidelines and requirements set forth in the M.O.D, orientation manual.
- J. Contractor agrees to ensure that MOD will contact the THMSF Nursing Office no later than 8:00 AM on Saturday and Sunday to determine if it will be necessary for him/her to make rounds at THMSF each weekend. The physician shall meet with the charge nurse at THMSF to review any

abnormal vitals, blood sugars, labs and examine patients as clinically needed. Patients who have had a fall and those on whom neuro-checks have been ordered must be examined, and a note written.

- K. Contractor agrees to ensure that MOD carries a pager and be available for the entire duration of the call. Alternate means of communication shall be provided (cell number, home number) but the pager shall remain the first method of communication. The physician while on-call must be within a 1-hour radius of THMSF. A monthly on-call schedule shall be made available one week prior to the end of each month. Should the physician scheduled to take a call be unable to complete his/her night of call, the group is responsible for providing a back-up physician to be immediately available to complete the night of call.
- L. Contractor agrees to provide on-call physician (exclusively for facilities covered under this contract. The physician may **NOT** at the same time be on call for another facility outside of the DMH or be engaged in any activity that will prevent the physician from responding or reaching the facility in a timely manner.
- M. Contractor agrees to ensure that MOD will be available to accept and provide hand-off of patient information prior to coming on or off call in accordance with Joint Commission regulations and hospital policy.
- N. Contractor agrees that the physician initiating verbal and/or phone orders must sign or ensure that his/her orders are SIGNED, DATED and TIMED within timeframes stated in THMSF policies and procedures.
- O. Contractor agrees to complete Medication Reconciliation on all new admissions, readmissions and transfers.
- P. Contractor agrees that when requested and when patients are admitted after 4:30pm Monday through Friday or on weekends, a history and physical, including a full neurological exam must be performed on new admissions or readmissions to the facility (that by which the facility is defined as a new admission). Dictated history and physical exams must be signed within the timeframe required by the hospital. In addition, all other forms of documentation required by the facility at admission **must be** completed in a timely manner.
- Q. Contractor agrees that if a patient is transferred to the ER, hand-off information must be provided to the ER. If the patient is sent back without being admitted, the on-call physician must receive hand-off information, review the recommendations and make appropriate changes to treatment.
- R. Contractor agrees to provide on-site patients evaluations before transfer to the local hospital for evaluation.
- S. Contractor agrees to that if an EKG is performed during on-call hours, it must be reviewed and signed by the on-call physician.
- T. Contractor agrees that a patient may not be taken off 1:1 for medical purposes without being examined and a progress note being documented signed, dated and timed.
- U. Contractor agrees to perform physical evaluations on patients as requested by the THMSF Administrator/Designee, Risk, Manger or Medical Director to evaluate for evidence of alleged

sexual contact. The THMSF psychiatrist on call shall be responsible for assessing competency to consent to these procedures.

- V. Contractor agrees to ensure that MOD makes entries in the patient's charts regarding deaths of patients, movement of patients to other areas and/or hospitals and treatment of patients to ensure continuity of care. Following a death, the contractor will ensure that MOD makes contact with the family to answer any questions regarding the medical issues relevant to the event based on individual family practice.
- W. Contractor agrees that progress note entries are dated, timed, signed and titled. Progress notes and all entries should be legible and of sufficient content and clarity that readers are easily able to understand the encounter.
- X. Contractor agrees to ensure that MOD performs other such duties as required and comply with facility and DMH policies and procedures, Joint Commission and CMS regulations.

SECTION II

A. Proposal Content

Instructions must be followed or responses will not be graded.

Each proposal is to contain specific responses to each of the following requests and respondents are encouraged to respond fully to each inquiry, but to be as concise as possible. **Specify facility of interest.** **Each facility proposal must be submitted in a separate envelope.** Submit the response to each item with the item reproduced at the top of the page of the response.

1. Submit a cover letter summarizing your proposal. Limit the cover letter to no more than one page. **Specify facility of interest.**
2. A Table of Contents of the submitted information.
3. Attach vendor contact information to include legal name, address, telephone, and a contact person.
 - Include previous experience.
 - Include knowledge of the requested services and/or any special training.
 - Include any information pertaining to the respondent's abilities to provide the scope of work for this RFP.
4. Attach a **detailed** budget (frequency, pay rate, or detailed price list etc.).
5. All pages should be numbered consecutively beginning with **number 1** after the cover letter.
6. Submit one (1) original and two (2) copies of your entire proposal for each facility of interest.
7. Clearly print on the outside of the envelope **RFP for MOD #2019-02.**

Your entire proposal for each facility must be received at the following address no later than 2:00 pm on June 29, 2018. Please **review the mailing note**. **All proposals received after the deadline will be deemed untimely and will not be reviewed.**

Submit RFP Responses To:
AL Department of Mental Health
Office of Contracts & Purchasing
RSA Union Building

100 N. Union Street, Suite 570
Montgomery, AL 36104

Emailed or faxed responses are not accepted.

The Department of Mental Health assumes no responsibility for expenses incurred in the preparation of the proposal and reserves the right to reject any and all proposals. Additionally, ADMH reserves the right to waive irregularities in any proposals and request clarification of any information, and negotiate with the firm and/or individual submitting the best proposal to secure more favorable conditions.

B. Evaluation Process

A review committee will examine each proposal submitted and may elect to conduct interviews with finalists. The department expects a final selection on or before July 20, 2018.

C. Selection Criteria

Selection shall be based on factors to be developed by the procuring state entity, which may include among others, the following:

1. Specialized expertise, capabilities, and technical competence, as demonstrated by the proposed approach and methodology to meet project requirements.
2. Resources available to perform the work, including any specialized services within the specified time limits for the project.
3. Record of past performance, quality of work, ability to meet schedules, cost control and contract administration.
4. Availability to and familiarity with the project locale.
5. Proposed project management techniques.
6. Ability and proven history in handling special project contracts.

D. Evaluation Criteria

Proposals will be evaluated based on their responsiveness to the items contained in the content section of this Request for Proposal. It is expected that the review committee will rate responses according to the following ways:

1. Experience, stability and reputation –35%
2. Understanding of and responsiveness to the Request for Proposal – 15%
3. Expertise and knowledge of the requested service – 35%
4. Budget – 15%

SECTION III

DEADLINES:
M.O.D. RFP #2019-02

Item	Date	Methods of Notification
RFP Release	June 6, 2018	USPS, ADMH Website, and STAARs website
Deadline to submit RFP questions or requests for clarification	June 13, 2018 by 2:00 pm CST	Email to leola.rogers@mh.alabama.gov
RFP Questions Posted	June 15, 2018	ADMH website www.mh.alabama.gov/adcp
RFP Submissions	1 original & 2 copies	USPS or FedEx or UPS (Review mailing note)
RFP Closing Date	June 29, 2018 2:00 pm	USPS or FedEx or UPS (Review mailing note)
Notification of selection status	July 20, 2018 Approximately	USPS (In writing)
<p>Submit RFP Responses To: AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union Street, Suite 570 Montgomery, AL 36104</p> <p style="text-align: center;">Emailed or faxed responses are NOT ACCEPTED.</p> <p style="text-align: center;">All proposals received after the deadline will be deemed untimely and will not be reviewed.</p>		