August 26, 2019

RFP #2020-20

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals to provide crisis care consultation services. Request for Proposals (RFP) will be accepted until 2:00 pm on Wednesday, September 18, 2019. Extended to September 25, 2019.

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.

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. Submissions should be delivered to:

    AL Department of Mental Health
    Office of Contracts & Purchasing
    100 North Union Street, Suite 570
    Montgomery, AL  36104

**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 physically be received at the listed office by the date and time specified regardless of the delivery service used.

Sincerely,

*Cedric Harrison*

Cedric Harrison, Purchasing Director
Office of Contracts & Purchasing
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 physically be received at the listed office by the date and time specified regardless of the delivery service used.

Additional Information

1. Who may not respond to this RFP? Employees of ADMH and current state employees.

2. 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. www.sos.alabama.gov
*Domestic means within the State of Alabama. **Foreign means out-of-state.

3. If contracted with the State of Alabama, all vendors must:
*Register with STAARS Vendor Self Service at https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService

4. 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.
Dear Vendor:

“An adequate crisis network is the first line of defense in preventing tragedies of public and patient safety, civil rights, extraordinary and unacceptable loss of lives, and the waste of resources.” Our goal is to develop a modern crisis continuum of care in our state.

The Alabama Department of Mental Health is soliciting proposals to provide crisis care consultation services. The successful applicant will support and assist Alabama’s efforts to assess, develop, and implement a crisis continuum of care at two model sites in the first year and assist with replication of the models in the second and third year. Proposals will be accepted **until September 18, 2019 at 2:00pm CST. Extended to September 25, 2019.**

To help you determine if you are a suitable candidate for funding, the knowledge, skills and abilities required are listed below:

- Current knowledge of states that have developed a crisis system of care using best practices in large or small systems of care.
- Supports models that encourage the development of partnerships with key stakeholders.
- Demonstrated experience working with other states to develop a crisis system of care.
- Demonstrated ability developing training for a variety of stakeholders and demonstrated ability to provide technical assistance to in-state grant recipients. (Provide samples of training materials and documents used to provide technical assistance)
- Willingness to work collaboratively with contracted providers and other stakeholder groups.
- Knowledge of models that blend funding (local, state, federal including block grant, other grants and Medicaid dollars) and use of existing services to support, plan and development of a comprehensive crisis continuum of care.
- Demonstrated experience developing budgets, cost models and quality measures.
- Knowledge of models that use technology to support a crisis system of care including a services registry that identifies episodes of care and other critical data elements needed to manage a system of care across stakeholder groups including hospital emergency rooms and jails.
- Knowledge of barriers and challenges to an effective crisis system of care.
- Ability to facilitate system change at the macro and micro level.
• Ability to integrate the national Crisis Now core elements to deliver a comprehensive framework for assessing the current crisis system of care in Alabama.

A. **Duties will include:**
• Writing an Alabama specific Request for Proposal to select two communities to receive funding to implement a crisis system of care.
• Managing, monitoring and providing technical assistance to the projects.
• Developing a plan for a crisis continuum of care for Alabama.

**Length of the project: 3 years**

B. **Technical Formatting Requirements**
Proposals shall be submitted in the following format to qualify for review:
• Proposals shall be submitted by the established deadline of September 18, 2019 at 2:00pm CST.
• Proposals shall be responsive to the guidance provided within the RFP and include sufficient information for review.
• Proposals shall be typed on white 8.5” x 11 paper in black ink, double-spaced, using the Times New Roman twelve (12) point font.
• Each page of the proposal shall be sequentially numbered beginning with the cover page and ending with the final exhibit.

C. **The proposal shall be assembled in the following order:**
1. Cover Page
2. Table of Contents
3. Profile of the Organization
4. Personnel
5. Program Description
6. Budget
7. Supporting Documents

The proposal shall not exceed 15 pages in length for items 1-6.

D. **Cover Page (one page)**
The Proposal Cover page should include the following information:
• Title of Proposal: Crisis Care Consultation
• Legal Name of the Applicant Organization
• Applicants address, telephone number and FAX number
• Applicant’s website address
• Applicant’s contact for the proposal
• Signature of authorized official
• Date of submission

E. **Table of Content (one page)**
The table of contents shall identify each proposal component in the order listed above.
F. Profile of Applicant Organization (two pages)
The organization shall provide sufficient information to ADMH to determine that the
organization has the knowledge, skills, abilities, capacity and resources to provide the services
specified in the proposal.
- The applicant’s legal business name and legal organizational structure.
- A brief history of the organization including mission statement, existing sources of
  funding, number of years in business, number of years providing crisis care consultation,
  a copy of the organizational chart (Exhibit 1), including the number of FTE’s, a list and
description of similar work as specified in the RFP, relevant partners in the work and
identification of any past or current litigation involving the applicant organization, its
staff and /or members of the board or governing body.

G. Personnel
Provide a summary of the knowledge and experience of the individuals assigned to the project
along with a staffing plan. Please identify any staff that will be shared with or co-assigned to
other programs. Identify each position to be shared along with the percentage of the staff’s time
assigned to the proposed program.

Submit an organizational chart for the proposed program (Exhibit 2) along with a narrative
explanation of the staffing plan. Clearly distinguish full-time, part-time, contract employees and
volunteers as well as existing staff and new hires required to accommodate the staffing needs of
the proposed program. For new hires, submit a job description (Exhibit 4).

H. Program Description
The applicants will need to document knowledge of approaches to crisis care including
knowledge of model programs, the core elements of a crisis continuum of care and best
practices. Best practices should address use of data and technology, use of peer staff, and
evidenced-based suicide prevention.

The applicants will need to document a proposed systems approach to assessing a crisis
continuum of services that includes identification of barriers and gaps and the required baseline
data. In addition, the applicant will need to outline the proposed outcome and quality measures.

Applicants will need to describe how training and technical assistance will be delivered as well
as lesson learned from experience with other customers.

I. BUDGET
The applicant will submit a line item budget with a narrative description of each item and the
justification for the cost. The information provided should cover the three years of the grant.

J. Supporting Documentation
Exhibit 1: Current Organizational Chart
Exhibit 2: Proposed Organizational Chart
Exhibit 3: Resumes of Participating Staff
Exhibit 4: Job Description for New Hires
Exhibit 5: Sample Training and Technical Assistance Materials
Exhibit 6: Letters of Support

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.

K. Evaluation Process

ADMH will examine each proposal submitted and may elect to conduct interviews with finalists. The department expects a final selection in October 2019.

L. Selection and Evaluation Criteria

Selection shall be based on factors to be developed by the procuring state entity, which may include among others. Proposals will be evaluated based on their responsiveness to the items contained in this section of the Request for Proposal. It is expected that the review committee will rate responses according to the following ways:

<table>
<thead>
<tr>
<th>Scoring Criteria and Evaluation Questions</th>
<th>Potential Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. Understanding of and Responsiveness to the Request for Proposal</strong></td>
<td></td>
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<tr>
<td>▪ Does the proposal clearly articulate an understanding of the concept of a crisis continuum of care and the national Crisis Now initiative?</td>
<td></td>
</tr>
<tr>
<td>▪ Does the applicant submit a plan to assess the existing crisis continuum of care in a local community?</td>
<td></td>
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<tr>
<td>▪ Does the information provided in the proposal correspond to the information requested?</td>
<td></td>
</tr>
<tr>
<td>▪ Is the information provided in the proposal articulated in a clear and concise manner?</td>
<td></td>
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<tr>
<td>▪ What impact will any proposed deviations or exceptions have on the target population?</td>
<td>0-15</td>
</tr>
<tr>
<td><strong>II. Organizational Experience Serving the Target Population</strong></td>
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<tr>
<td>▪ Has the Applicant documented experience in providing crisis care consultation?</td>
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<tr>
<td>▪ Are the proposed benefits to ADMH for the selection of this Applicant to provide the crisis care consultation realistic?</td>
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<tr>
<td>▪ Does the Applicant have adequate resources to perform the required work?</td>
<td></td>
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<tr>
<td>▪ Does the Applicant have a history of successfully performing the required work?</td>
<td>0-15</td>
</tr>
<tr>
<td><strong>III. Quality, Completeness, and Responsiveness of the Program Description</strong></td>
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<tr>
<td>▪ Does the applicant demonstrate knowledge of best practices and the core elements of Crisis Now?</td>
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<tr>
<td>▪ Are plans for engagement of the key stakeholders comprehensive and appropriate?</td>
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<tr>
<td>▪ Does the applicant demonstrate appropriate use of data and technology?</td>
<td></td>
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<tr>
<td>▪ Are the services planned and organized in a manner to support attainment of the project’s goals and integration of Crisis Now concepts?</td>
<td></td>
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<tr>
<td>▪ Are the specific evidence-based practices to be utilized clearly articulated in the proposal?</td>
<td>0-30</td>
</tr>
<tr>
<td>Scoring Criteria and Evaluation Questions</td>
<td>Potential Points</td>
</tr>
<tr>
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<tr>
<td>▪ Does the applicant identify a systems approach to assessing a crisis continuum of services including identification of barriers, gaps, and baseline data?</td>
<td></td>
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<tr>
<td>▪ Are outcomes and quality measures clearly defined?</td>
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<tr>
<td>▪ Is there evidence of experience delivering training and technical assistance including sample materials?</td>
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<tr>
<td>▪ Does the applicant outline lessons learned based on experience delivering similar services?</td>
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</tr>
<tr>
<td>▪ Does the applicant outline experience blending funding or other innovative approaches to funding a crisis continuum of care?</td>
<td></td>
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</table>

**IV. Readiness to Implement Proposed Services**

| ▪ Does the applicant have access to a suitable resource ready to support immediate startup of the project? | |
| ▪ Does the implementation plan provide realistic targets in relation to the tasks to be performed? | 0-15 |
| ▪ Does the applicant provide information that documents experience working with contracted mental health providers? | |
| ▪ Does the applicant include letters of support? | |
| ▪ Does the applicant list the partners they intend to partner with in program service delivery? | |

**V. Quality and Appropriateness of Staffing Plan**

| ▪ Does the proposed staffing pattern support the deliverables? | |
| ▪ Does the proposed staffing plan demonstrate the appropriate knowledge and experience of staff for current staff? | 0-15 |
| ▪ Are the plans for supervision, delivery of training and technical assistance adequate to assure quality service delivery? | |
| ▪ Do the job descriptions reflect the qualifications and duties required for implementation? | |
| ▪ Does the staffing plan reflect adequate staff to accomplish the program’s data and reporting functions? | |
| ▪ Does the applicant’s proposal include a plan to collect, track and report appropriate data for ADMH? | |

**VI. Appropriateness of Funding Request**

| ▪ Is the funding request realistic in relation to the services performed? | 0-10 |
| ▪ Is the funding request realistic in relation to the proposed services? | |
| ▪ Does the project propose a feasible plan? | |

**TOTAL POTENTIAL POINTS**

0-100
## RFP 2020-20

### DATES and DEADLINES

<table>
<thead>
<tr>
<th>Date</th>
<th>Item</th>
<th>Methods of Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 26, 2019</td>
<td>RFP Release</td>
<td>USPS, ADMH Website, and STAARs website</td>
</tr>
<tr>
<td>September 4, 2019 by 2:00 pm CST</td>
<td>Deadline to submit RFP questions or requests for clarification</td>
<td>Email to <a href="mailto:leola.rogers@mh.alabama.gov">leola.rogers@mh.alabama.gov</a></td>
</tr>
<tr>
<td>September 6, 2019</td>
<td>RFP Q&amp;A to be posted for review</td>
<td>ADMH website <a href="http://www.mh.alabama.gov">www.mh.alabama.gov</a></td>
</tr>
<tr>
<td>1 original &amp; 2 copies</td>
<td>RFP Submissions</td>
<td>USPS or FedEx or UPS (Review mailing note)</td>
</tr>
<tr>
<td><strong>September 18, 2019</strong></td>
<td><strong>RFP Closing Date</strong></td>
<td>USPS or FedEx or UPS (Review mailing note)</td>
</tr>
<tr>
<td><strong>Extended to September 25, 2019</strong></td>
<td>2:00 pm</td>
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<tr>
<td>October 2019 Approximately</td>
<td>Notification of selection status</td>
<td>USPS (In writing)</td>
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</tbody>
</table>

### 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.  
All proposals received after the deadline will be deemed untimely and will not be reviewed.
CONTACT PAGE

RFP # 2020-20 Crisis Care Consultant

Legal Name: ________________________________________________

Address: ______________________________________________________________________

Agency Contact: ________________________________________________
(If applicable)

Phone: ______________________________________________________________________

NOTE: Attach this page to the front of the RFP submission.