

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

March 13, 2024

RFP 2024-17

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting proposals to provide telehealth equipment. Request for Proposals (RFP) will be accepted until **2:00 pm on Friday, April 12, 2024**.

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. **All proposals received after the deadline will be deemed untimely and will not be reviewed.**

Sincerely,

Leola Rogers

Leola Rogers
Office of Contracts & Purchasing

Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFP Closing Date & Time: **2:00 pm on Friday, April 12, 2024**
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 **physically** be received at the listed office by the date and time specified regardless of the delivery service used. **All proposals received after the deadline will be deemed untimely and will not be reviewed.**

ADDITIONAL INFORMATION

1. Who **may** respond to this RFP? Vendors of telehealth equipment
2. Who **may not** respond to this RFP? Employees of ADMH and current State employees.
3. In order to transact 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.) Website: www.sos.alabama.gov
4. If contracted with the State of Alabama, all vendors must enroll and actively participate in E-Verify. Website: <https://www.e-verify.gov/>
5. ALL vendor payments are processed thru the State of Alabama Accounting and Resource System (STAARS). All vendors must register with STAARS Vendor Self Service. Website: <https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService>
6. The ADMH 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.
7. **Protest** (Effective 10/1/2022): A bona fide prospective bidder or offeror who is aggrieved in connection with the solicitation of a contract may protest to ADMH Director of Purchasing **within 14 days of the date of issuance** of the solicitation or any amendment to it, if the amendment is at issue.

(2)a. Except as provided in paragraph b., a bona fide actual bidder or offeror who is aggrieved in connection with the intended award or award of a contract may protest to ADMH Director of Purchasing **within 14 days of the date the award or notification of intent to award**, whichever is earlier, is posted in accordance with this article.

b. A matter that could have been raised under subdivision (1) as a protest of the solicitation may not be raised as a protest of the award or intended award of a contract.

(3) A protest filed under subdivision (1) or (2) shall be in writing, be filed with ADMH, and set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided.

(b) ADMH, or his or her designee, may settle and resolve the protest of a bona fide actual or prospective bidder or offeror concerning the solicitation or award of a contract in accordance with rules adopted under this article.

(c) If the protest is not resolved by mutual agreement **within 10 days after** the protest is filed, ADMH shall commence an administrative review of the protest and issue a decision in writing within 14 days of the review.

(d) A copy of the decision under subsection (c) shall be mailed or otherwise furnished immediately to the protestor and any other party intervening.

(e) A decision under subsection (c) shall be final and conclusive, unless fraudulent, or a party adversely affected by the decision appeals administratively to the Director of Finance in accordance with Section 41-4-164.

(f) In the event of a timely protest under subsection (a) or an appeal under Section 41-4-164, the state may not proceed further with the solicitation or with the award of the contract until five days after notice of the final decision is provided to the protestor, except that solicitation or award of a protested contract is not stayed if ADMH, after consultation with the head of the using agency or the head of a purchasing agency, makes a written determination that the solicitation or award of the contract without further delay is necessary to protect the best interests of the state.

8. **Records Request:** ADMH recognizes and supports the public's right to inspect/request copies of public records in accordance with State law. Many public records and resources are available on the ADMH website: www.mh.alabama.gov for review. Please view the website prior to submitting a request for records as your request may be satisfied by the information contained therein.

RFP Submissions: Three (3)—1 original, 1 copy, and 1 complete digital copy on a USB flash drive.

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

The Alabama Department of Mental Health (ADMH) Substance Use Treatment Services Division is soliciting proposals from qualified firms and/or individuals to provide telehealth equipment in the State of Alabama.

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SECTION I

Background:

The Alabama Department of Mental Health (ADMH) Office of Substance Use Treatment Services is incorporating whole-person, integrated care approached into our standards of care and operation. Within this approach, we are seeking to implement further telehealth technologies and equipment in rural communities to enhance the provision of substance use treatment services through the Alabama Telehealth Expansion Project (AL-TEP). We are including telehealth services, Opioid Use Disorder (OUD) treatment services, and enhanced community wrap-around services within ten (10) of the most rural counties in the state of Alabama through the implementation and utilization of AL-TEP. The aforesaid ten (10) counties are the following: Baldwin, Blount, Cleburne, Dale, Henry, Choctaw, Greene, Hale, Sumter, and Elmore County. The ten (10) counties are rural counties in Alabama (counties with a population less than 10,000 residents, per US Census Data), and such rurality presents barriers for residents accessing behavioral health treatment and subsequent services. With telehealth equipment and technologies, we will reduce such barriers to accessing treatment and care for rural residents.

Research and insight into the current health climate in the rural areas of Alabama demonstrates the need to present sustainable, innovative strategies for improving health outcomes extending beyond the traditional focus of rural disparities through the promotion of telehealth technologies and services. Research demonstrates the need to present sustainable strategies for improving treatment outcomes extending beyond the traditional focus of rural disparities through the innovative promotion of disease management, telehealth technologies, and enhanced service provision and delivery. By placing interactive telehealth technologies in the identified counties, we can expand access to treatment and care in rural areas experiencing barriers to accessing behavioral healthcare. Telehealth technology will reduce the challenging obstacles experienced by rural residents in accessing substance use and mental health treatment.

New service provision and healthcare marketing campaigns are aimed towards creating inventive strategies to address and prioritize rural health disparities with specific attention to the following three (3) needs: 1) addressing and reducing the challenging barriers to accessing treatment services for Alabama residents in rural communities; 2) increasing and improving access to health education and behavioral healthcare treatment including treatment for Substance Use Disorders (SUD) and Opioid Use Disorders (OUD) for rural residents of Alabama; and, 3) utilizing telehealth to bridge the gaps in treatment and healthcare services caused by provider shortages in rural areas of the state. Through this opportunity, access to telehealth services and the subsequent treatment will significantly impact some of the most rural counties in Alabama and contribute to greater health outcomes.

Scope of Work:

The requested telehealth technologies will enhance a hub-and-spoke service delivery approach for certified treatment provider agencies to create a mechanism for reducing rural healthcare disparities expanding the use of evidence-based practices through telehealth innovation. This project will place interactive, telehealth technology systems within ten (10) rural, end-user sites to enable access to mental health and substance use care in rural counties of Alabama. All proposed equipment products are H.323/SIP capable and adhere to open standards. The telecommunications system plan (TSP) of the AL-

TEP is to be a video conferencing plan to include the Group Series 500 HD codec, the main piece of equipment providing standards-based protocol for connection endpoints within video and communication calls. It also includes a high-definition (HD) camera, complete with pan, tilt, zoom capabilities, and a microphone for an enhanced audio and visual interaction.

The selected equipment vendor will be responsible for the following tasks related to this project:

1. Guiding the design and implementation of all project hardware and software equipment.
2. Delivering and installing of all telehealth equipment at all designated end-user sites.
3. Implementing training on telehealth equipment usage and maintenance.
4. Completing data collection related to the telehealth equipment.

Durations:

The contract for services will encompass a three (3) year period. All pricings should include services that cover both hardware and software support for this timeframe.

Hardware Solution:

Equipment quoted should include at a minimum of mobile cart, at least a 55” interactive display, PTZ camera, audio hardware, and configuration to provide telehealth service. Options for other equipment and options will be taken into consideration as long as the meet ADMH guidelines and pricing is provided.

Software Solution:

Software must be certified on the latest operating systems available. Updates to systems will be maintained to ensure HIPAA compliant use and upgrades should be included in the scope of the proposal. Currently, ADMH supports Microsoft Windows 10 for its desktop operating systems. Hosted server system must show compliance certifications and procedures for maintaining security and system health.

End-User Site Locations:

Site Number	Site Name	Site Designation (Hub; Hub/End-User; or End-User)
1	The Shoulder	Hub/End-User
2	Family Life (formerly New Pathways)	Hub/End-User
3	Highland Health Systems (HHS)	Hub/End-User
4	Spectracare Midland City Co-Occurring	Hub/End-User
5	Spectracare Abbeville	Hub/End-User
6	West Alabama Mental Health Center (WAMHC) Butler	Hub/End-User
7	West Alabama Mental Health Center (WAMHC) Eutaw	Hub/End-User
8	West Alabama Mental Health Center (WAMHC) Greensboro	Hub/End-User
9	West Alabama Mental Health Center (WAMHC) Livingston	Hub/End-User
10	Kolbe Clinic	Hub/End-User

Maps and Diagrams:

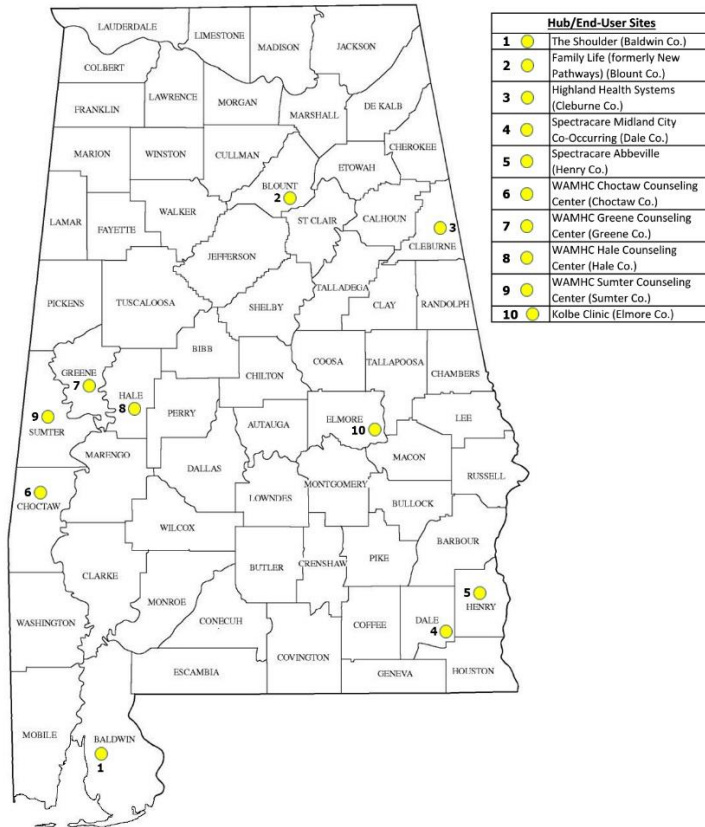


Figure 1.

The identified end-user sites to receive and utilize telehealth systems are located in the following rural counties (counties with a population less than 10,000 residents, per US Census Data): Baldwin, Blount, Cleburne, Dale, Henry, Choctaw, Greene, Hale, Sumter, and Elmore County. Telehealth equipment and services provided within the aforesaid ten counties will increase treatment access in rural and underserved communities while enhancing care coordination overall. The ten (10) end-user sites are the following: 1.) The Shoulder (Baldwin County); 2.) Family Life (formerly New Pathways in Blount County); 4.) Highland Health Systems (HHS in Cleburne County); 4.) SpectraCare Midland City Co-Occurring (Dale

County); 5.) SpectraCare Abbeville (Henry County); 6.) West Alabama Mental Health Center (WAMHC) Butler (Choctaw County); 7.) West Alabama Mental Health Center (WAMHC) Eutaw (Greene County); 8.) West Alabama Mental Health Center (WAMHC) Greensboro (Hale County); 9.) West Alabama Mental Health Center (WAMHC) Livingston (Sumter County); and 10.) Kolbe Clinic (Elmore County). All ten (10) hub/end-user sites are active treatment provider agencies certified by the Alabama Department of Mental Health (ADMH).

Security:

All solutions must follow HIPAA guidelines and BAA agreements are required for any vendor that could potentially have access to protective health information (PHI).

Integrations:

Integrations into electronic healthcare record (EHR) systems should be included in the proposal. List any existing interfaces being used by other customers as well as pricing that would be charged for a new interface with a vendor not yet supported.

Reporting:

System proposal should include standard reporting capabilities as well as ability to create ad-hoc or custom reports needed by providers or ADMH.

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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. 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.
2. Attach the Vendor Contact Page.
3. A Table of Contents of the submitted information.
4. Attach vendor information to include:
 - 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.
5. Attach a **detailed** budget (i.e.: frequency, pay rate, **or** detailed price list etc.).
6. Attach detailed architecture of equipment for utilization.
7. All pages should be numbered consecutively beginning with **number 1** after the cover letter.
8. Submit one (1) original and two (2) copies of your entire proposal. Include digital copy of your proposal on a USB flashdrive or CD/DVD.
9. Clearly print on the outside of the envelope **RFP 2024-17:Telehealth.**

Your entire proposal must be received at the following address no later than **2:00 pm on Friday, April 12, 2024**. Please review the mailing note. All proposals received after the deadline will be deemed untimely and will not be reviewed. Emailed or faxed responses are not accepted.

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

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

ADMH will examine each proposal submitted and may elect to conduct interviews with finalists. The department expects a final selection on or before May 17, 2024.

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%
 - A. Understanding of technological architecture outlined within Request for Proposal
3. Expertise and knowledge of the requested service – 35%
4. Budget – 15%

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SECTION III

RFP 2024-17 Telehealth Equipment

The following RFP Schedule of Events represents the ADMH’s best estimate of the schedule that shall be followed. *Except for the deadlines associated with the vendor question and answer periods and the proposal due date, the other dates provided in the schedule are estimates.* ADMH reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the RFP website at www.mh.alabama.gov for review.

Please note the date for submitting any questions. ADMH will not accept any questions after this date. All times are in Central Time.

Date	Event	Notification
March 13, 2024	RFP Release	USPS, ADMH Website, and STAARs website
March 21, 2024 by 2:00 pm	Deadline for RFP questions. Submit in Word—No tables	Email to leola.rogers@mh.alabama.gov
March 25, 2024	RFP Q&A to be posted for review	ADMH website www.mh.alabama.gov
April 12, 2024 2:00 pm	RFP Submissions: THREE (3) One original & two copies (1 digital copy on a USB flash drive)	USPS or FedEx or UPS (Review mailing note)
April 12, 2024 2:00 pm	RFP Closing Date	USPS or FedEx or UPS (Review mailing note)
May 17, 2024 Approximately	Notification of selection status	USPS (In writing)
The RFP is posted on ADMH website at www.mh.alabama.gov for review.		
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		

**RFP 2024-17: Telehealth Equipment
CONTACT PAGE**

Legal Name	
Street Address	
City, State & Zip Code	
Contact Person	
<u>Contact Phone</u>	
Email	

NOTE: Attach this page after the cover letter.