



Request for Statement of Qualifications (RFSQ) Access and Crisis Support Lines

Applications due by 5:00pm on Friday, June 18, 2021



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1 Project Description

CaIMHSA is seeking responses from organizations who are interested in implementing a multi-county collaborative project to support 24/7 access lines and/or 24/7 crisis support lines. County MHPs would be largely from the Northern California region. Based on the needs of the participating Counties, the project may be slightly different for each participant.

The goal of this RFSQ is to determine the qualifications and interest in a project of this scale. Qualified applicants should have capabilities, or ability to add services to meet the needs of the participating counties, including, but not limited to:

1. Ability to provide varied services to multiple counties
2. 24/7, and after-hours Access line
 - a. Tools, resources, and capabilities, therein
3. 24/7, and after-hours Crisis line
 - a. Tools, resources, and capabilities, therein
4. Ability to effectively manage significant call volume, scale up as needed, and respond to callers needs in real time for multiple counties. This may entail connectivity to county MHP resources, such as mobile crisis teams, first responder dispatch, and EHR
 - * The projected call volume is roughly 40,000-100,000 callers per year.

Based on the qualifications of the respondents, CaIMHSA may choose to:

1. Enter into a contract with an organization to operate 24/7 access line and/or 24/7 crisis support line on behalf of several interested County Mental Health Plans.
2. Invite most qualified organizations to submit proposals, to be reviewed and selected based on experience and qualifications for the operation of the above access and/or crisis lines.

2 Requested Information

Respondents should upload one PDF document answering the following Questions. CaIMHSA is not responsible for costs associated with the development of RFSQs, nor shipping or delivery of such. Organizational responses should be limited to no more than 7 pages total.

Question 1:

Please describe your experience in operating a 24/7 Access Line. In the response, please provide:

- The training that is required of your organization and staff, including trainings related to suicide prevention.
- The counties, regions, areas, and populations your organization has supported.
- The certifications and accreditations that your organization possesses, as applicable to access line services. Please include any certifications related to suicide prevention or ideation response.
- The certifications and training requirements for your Access line staff.

Access Line is defined as: A toll free, 24/7 line that is available to any individual who needs support in locating mental health and/or substance use services for themselves or someone else.

The California Code of Regulations, Title 9, Chapter 11, Section 1810.405(d) specifies: "Each MHP shall provide a statewide, tollfree telephone number 24-hours a day, seven days a week, with language capability in all languages spoken by beneficiaries of the county, that will provide information to beneficiaries about how to access specialty mental health services, including specialty mental health services required to assess whether medical necessity criteria are met and services needed to treat a beneficiary's urgent condition, and how to use the beneficiary problem resolution and fair hearing processes."

Question 2:

Please describe your experience in operating a 24/7 Crisis Line. In the response, please provide:

- The training that is required of your organization and staff.
- The counties, regions, areas, and populations your organization has supported.
- The certifications and accreditations that your organization possesses, as applicable to access line services.
- The certifications and training requirements for your Crisis line staff.

Crisis Line is defined as: A toll-free, 24/7 line that is available to any individual to support their emotional and mental health support needs. This may include short-term interventions and referral to resources.



Question 3:

Please describe your organizations capabilities to provide after-hours access services. Would your organization be able to provide after-hours crisis support services? After hours are defined as hours outside of the normal 8am-5pm Monday – Friday work hours including Saturdays, Sundays, Holidays, and Observation Days?

Question 4:

What are your organization’s and personnel’s cultural and linguistic proficiencies? Does your staff have the ability to provide verbal translation in Spanish and Russian? Do you have the ability to add additional languages, if needed, to support the potential project? If so, which languages?

Question 5:

Please describe your experience and technical capabilities in successfully connecting callers to support services, when appropriate. The response should describe the ability to provide these services to multiple counties based on the call origin. Support services are mobile crisis teams, emergency dispatch, additional support service (housing, SUD, primary care, etc.), and confirming “warm hand-off”.

Question 6:

Please describe your data reporting process, to include format, collection frequency, and what can be shared with CalMHSA. Please describe your organization’s current capabilities as it relates to Electronic Health Record (EHR) connectivity. What kind of EHR access does your organization have currently, and what additional capabilities are you able to add or are interested in adding.

Question 7:

What technological platforms do you currently utilize? Through these platforms, please describe how you have successfully operationalized multiple numbers or county call origins.

3 Submission Instructions and Requirements

3.1 RFSQ Timeline

EVENT	Key Dates
RFSQ Issued	5/18/21
RFSQ Questions Due	5/26/21, 5:00 pm PST
RFSQ Questions Answered	6/4/21
Deadline for RFSQs to be Submitted	6/18/21, 5:00 pm PST

3.2 Submittal Address

All Submissions must be submitted electronically using CalMHSA's e-Procurement Portal, Bonfire, at <https://calmhsa.bonfirehub.com/>.

3.3 RFSQ Questions and Clarifications

All questions and requests must be submitted through CalMHSA's e-Procurement Portal at: <https://calmhsa.bonfirehub.com/>. The deadline to submit questions for this RFSQ is **Wednesday, May 26, 2021**. The FAQ responding to the questions will be posted on **Friday, June 4, 2021** at <https://calmhsa.bonfirehub.com/> and on the CalMHSA website at www.calmhsa.org.

To ensure all parties have access to the same information at the same time, except as stated below, CalMHSA will NOT respond to questions as they are received and will not accept telephonic questions.

It is the sole responsibility of the proposer to refer to the FAQs, which will be posted on CalMHSA's website at www.calmhsa.org and CalMHSA's e-Procurement Portal at <https://calmhsa.bonfirehub.com/>.

If a Proposer is unable to submit questions via the Bonfire e-Procurement Portal, the Proposer must provide CaIMHSA with an email justification at info@calmhsa.org outlining why the Proposer is unable to do so.

If a question relates to a proprietary/trade secrets aspect of a RFSQ and the question would expose proprietary information if disclosed to competitors, the proposer must mark the question as "CONFIDENTIAL." With the question, the proposer must submit a statement explaining why the question is sensitive. If CaIMHSA concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered by email reply, and both the question and answer will be kept in confidence. If CaIMHSA does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the vendor will be notified and asked whether the vendor would like the question to receive a public response or no response at all.

3.4 Withdraw

A proposer may withdraw or amend its RFSQ, but only before the Application Submittal Deadline, directly on CaIMHSA's e-Procurement Portal at <https://calmhsa.bonfirehub.com/>.

3.5 Review of Applications

CaIMHSA will review all responses for completeness and adherence to the RFSQ rules stated in this document. Following the initial review, all complete applications will be reviewed and scored by a review panel. The evaluation panel will conduct a fair and impartial evaluation of RFSQs received in response to this RFSQ.

The review panel is comprised of individuals with varied backgrounds, to include professional expertise, lived experience, personal knowledge, etc. Panelists' information will not be disclosed as a matter of confidentiality. CaIMHSA is committed to ensuring the RFSQ review panel is representative of California's racial, ethnic, and cultural diversity.

3.6 Negotiations with Potential Proposers

Based on the qualifications of the respondents, CaIMHSA may choose to:

1. Enter into a contract with an organization to operate 24/7 access line and/or 24/7 crisis support line on behalf of several interested county Mental Health Plans.

2. Invite most qualified organizations to a second round of RFSQs, to be reviewed and selected based on experience, qualifications for the operation of the above access and/or crisis lines.

Should CalMHSA choose to award solely based on the received RFSQs, selection will not be based exclusively on price. CalMHSA reserves the right to negotiate with proposers who, in the opinion of the review panel, have submitted the best RFSQ in an attempt to reach an agreement. If no agreement is reached, CalMHSA may negotiate with other proposers or may choose to extend the RFSQ period. CalMHSA also reserves the right to meet with vendors to gather additional information. Additional information may include, but is not limited to, a demonstration of skills described in the RFSQ.

3.7 Protest Procedures

Should CalMHSA choose to award solely based on the received RFSQs, protests must be received no later than five (5) business days after the Notice of Intent to Award is posted on the CalMHSA website. The sole bases for protest are that the award was (1) in violation of law, (2) in violation of the provisions of this RFSQ, or (3) in violation of CalMHSA's procurement process. All protests must be in writing and (1) state in detail each and every ground asserted for the protest, citing to the law, RFSQ provision, or particular provision of the procurement policy on which the protest is based; (2) explain why the error prevented the aggrieved organization from being awarded the contract; and (3) identify the remedy sought.

Written protests can be sent to the following:

Via Email:

info@calmhsa.org

Via Certified Mail:

CalMHSA
Attn: Chief Administrative Officer
PO Box 22967
Sacramento, CA 95822

Within 14 days of receipt of any protest, CalMHSA's Executive Director will provide a written decision which shall be final upon transmission to the protesting party. If the Executive Director determines that the error identified by the protesting party has deprived that party from receiving the contract, the Executive Director may act to rectify the error, including but not limited to cancellation of the RFSQ or proposed contract, correction or other revision of the

awarded contract, termination of an improperly awarded contract, or affirmation of an existing contract if the discovered defect is immaterial or the Executive Director determines that affirmation is in the best interest of CalMHSA.

3.8 Notice Regarding Public Records Act Request

CalMHSA is subject to the Ralph M. Brown Act and the California Public Records Act. All RFSQs received for this RFSQ are ultimately subject to public review; however, during the competitive bid process, all RFSQs will be kept confidential. Upon award and execution of contract by awardee(s), all RFSQs and supplemental information will be subject to public review, with the exception of those elements of a RFSQ which contain elements that are clearly marked as confidential or trade secrets. Any such designation should be accompanied by a brief explanation of the reason the information is non-public and protected from disclosure under California law. CalMHSA reserves the right to disregard such designations if they have been applied indiscriminately to non-protected information, and in no event shall CalMHSA, its agents, representatives, consultants, directors, or officers be liable to a responding party for the intentional or inadvertent disclosure of all or a portion of a RFSQ submitted under this RFSQ, regardless of whether it was marked as confidential or trade secret.

Although the California Public Records Act allows certain confidential or trade secret information to be protected from disclosure, CalMHSA may not be in a position to establish that the information submitted is protected. If CalMHSA receives a request for public disclosure of all or any portion of a RFSQ that has been designated as exempt from disclosure, CalMHSA will use reasonable efforts to notify the responding party of the request and give such party an opportunity to assert, at its own expense, a claimed exception under the California Public Records Act or other applicable law within the time period specified in the notice issued by CalMHSA and allowed under the California Public Records Act.

3.9 Format of RFSQ

Respondents should upload one PDF document answering all Question listed under Section 2 “Requested Information.” Submissions should be in 12 pt. Times New Roman Text, single space formatting.

RFSQs must be submitted through CalMHSA’s e-Procurement Portal at: <https://calmhsa.bonfirehub.com/>. Submissions by other methods will not be accepted. Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled.

Browser cookies must be enabled. Respondents should contact Bonfire at Support@GoBonfire.com for technical questions related to submissions or visit Bonfire’s help forum at <https://bonfirehub.zendesk.com/hc>.

Submission materials should be prepared in the file formats listed under Requested Information for this opportunity in the Bonfire Portal. All PDFs documents must be formatted in Times New Roman, 12 pt. font, double spaced, unless otherwise indicated in the Requested Information. The maximum upload file size is 1000 MB. Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.