



Request for Proposals

For

Mobile Crisis Response

210 North 27th Street P.O. Box 1178, Billings, MT 59101



**Request For Proposals
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Section 1: General Information

Request For Proposals (RFP) – **Mobile Crisis Response**

THE ABOVE DESCRIPTION MUST APPEAR ON ALL PROPOSALS AND RELATED CORRESPONDENCE. **THIS IS NOT AN ORDER.**

PROPOSALS MUST BE <u>RECEIVED</u> NO LATER THAN: 5:00 pm (MST) on Friday, September 30, 2022	RFP INITIATIVE: Mobile Crisis Response
<ul style="list-style-type: none">• All suppliers must respond in detail to each element of this RFP in order to be considered for contract award.• All proposals must be emailed to contact person at the address below.	
SEND ALL CORRESPONDENCE TO THE CONTACT BELOW:	
<p>Liz Kampa, Purchasing Agent Email: kampal@billingsmt.gov</p>	



Section 2: Objectives

Introduction and Objectives

This RFP is issued by City of Billings (City) for the purpose of obtaining information and pricing regarding a Mobile Crisis Response for individuals experiencing acute mental health crisis within the City of Billings.

HB 660 establishes an Act to create a Mobile Crisis Unit program, which means services provided by a mobile crisis unit at the location where a person is having a mental health crisis, as determined through screening by dispatch.

Mobile crisis units will consist of one mobile crisis unit professional and one or more support persons who provide mobile crisis intervention services and coordinate with dispatch, local law enforcement, emergency medical services personnel, and other appropriate local or state resources. It is the intent of the City to review and assess the RFP responses to determine which proposal best meets the needs of the City.

Suppliers are expected to provide their best and most competitive proposal.

Attachment D, the Intent to Respond form, must be completed and emailed or faxed at least five (5) days prior to the advertised RFP due date.

Section 3: Information for Suppliers

Disclaimer

This RFP does not form or constitute a contractual document. The City shall not be liable for any loss, expense, damage or claim arising out of the advice given or not given or statements made or omitted to be made in connection with this RFP. The City also will not be responsible for any expenses which may be incurred in the preparation of this RFP. This RFP is not to be construed as a contract or commitment of any kind.

Instructions to Proposers

EXAMINATION OF DOCUMENTS

Before submitting the proposals, the proposer shall:

- (a) Carefully examine the Standards and Specifications as well as all other attached documents;
- (b) Fully inform yourself of the existing conditions and limitations;

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- (c) Include with the proposal sufficient information to cover all items required in the specifications.

PROPOSAL MODIFICATIONS

In addition to any other information and documentation requested in this RFP, any forms provided herein shall be included in the submitted proposal. Modifications, additions or changes to the terms and conditions of this request for proposals may be cause for rejection of the proposal. Proposals submitted without required forms may be rejected.

WITHDRAWAL OF PROPOSALS

Proposers may withdraw their proposal by written request at any time prior to the due date set for receiving proposals.

PRICES HONORED

By responding to this RFP, Proposer acknowledges that no contractual relationship with the Proposer exists until execution of the resulting contract following City Administration or City Council approval. Because contract approval can be delayed due to scheduling or unforeseen circumstances, the Proposer must honor their pricing and any other terms set forth in the proposal for at least ninety (90) days after the RFP due date.

The prices established from this RFP may be extended to other political subdivisions within the State of Montana solely at the vendor's discretion.

CERTIFICATION

The proposer certifies that the proposal has been arrived at independently and has been submitted without any collusion designed to limit competition. The proposer further certifies that the materials, products, services and/or goods offered herein meet all requirements of the stated specifications and are equal in quality, value and performance with highest quality, nationally advertised brand and/or trade names.

Any manufacturer's trade names, if used in specifications, are for the express purpose of establishing a standard of quality and coordination of design, not for the purpose of limiting competition.

INSURANCE REQUIREMENTS

The proposer certifies that it/they can comply with the City insurance requirements of :

- 1. Workers' compensation and employer's liability coverage as required by Montana law.**
- 2. Commercial general liability, including contractual and personal injury coverage's - \$750,000 per claim and \$1,500,000 per occurrence.**



3. Automobile liability - \$1,500,000 per accident.
4. Professional liability in the amount of \$1,500,000 per claim.

Each policy of insurance required by this Section shall provide for no less than 30 days' advance written notice to the City prior to cancellation.

The City shall be listed as an additional insured on all policies except Professional Liability and Worker's Compensation Policies.

In addition, all policies except Professional Liability and Worker's Compensation shall contain a waiver of subrogation against the City.

Proposer shall comply with the applicable requirements of the Workers' Compensation Act, Title 39, Chapter 71, MCA, and the Occupational Disease Act of Montana, Title 39, Chapter 71, MCA. Proposer shall maintain workers' compensation insurance coverage for all members and employees of Proposer's business, except for those members who are exempted as independent contractors under the provisions of §39-71-401, MCA.

The successful proposer will be required to purchase a City business license and complete the new vendor forms in order to be eligible for payment.

DISPOSITION OF PROPOSALS

All materials submitted in response to this RFP become public records under Article II, Section 9 of the Montana Constitution and §§ 2-6-102 and may be distributed by written request pursuant to Montana's Constitutional Right to Know or Public Records Acts.

Information provided in response to this RFP will be held in confidence and will not be revealed or discussed with competitors prior to award of Contract by Council. However, one copy of each proposal submitted shall be retained for the official files of the Department and will become public record after award of the Contract. Fee or Price schedules submitted, but not reviewed by the City, do not become a public record and shall only be retained for official files.

Records and materials that are constitutionally protected from disclosure are not subject to the provisions of this section.

The Proposer understands that, if selected, the City reserves the right to provide its opinion publicly and privately regarding the Proposer's performance.

QUESTIONS

Questions regarding the Request for Proposals contents must be sent to the contact person listed in Section 1 no later than 2 business days prior to due date for proposals. The City will make every effort to provide a written response within 2 business days.



Whenever responses to inquiries would constitute a modification or addition to the original RFP, the reply will be made in the form of an addendum to the Request for Proposals, a copy of which will be posted on the City's website and forwarded to all Suppliers who have submitted an "Intent to Respond" form (Attachment D).

Supplier must submit their questions via email using the "Master Q & A" form found in **Attachment C**, and provide, at a minimum, the following:

- Supplier's name, requester, and appropriate contact information.
- The question, clearly stated.
- Specific reference to the applicable Request for Proposals section(s).

RFP Response Submission

Upon the submission of the RFP response, the supplier acknowledges that all information is accurate and complete.

- **All suppliers must respond in detail to each element of this RFP in order to be considered for contract award.**
- **All proposals must be emailed to contact person at the address below.**

Section 4: RFP Evaluation and Selection Processes

Proposals will be evaluated using the following criteria (maximum of 125 points):

1) Organizational Background and Capacity (20 points)

Provide an overview of your organization, including how long it has operated a Mobile Crisis Response Team(s) and your experience with providing these services.

2) Principles and Values (15 points)

Describe your organization's commitment to a trauma-informed, recovery-oriented, person-centered approach and any trauma-specific interventions your organization currently offers or would implement if awarded this contract.

3) Service Delivery (35 points)

Describe your organization's plan to provide all services as outlined in the Scope of Service section of this RFP.

4) Staffing Plan (30 points)

Describe your plan to ensure adequate staffing to fulfill the requirements of a contract awarded through this RFP.

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5) Program Evaluation and Quality Assurance (10 points)

Describe how your organization obtains and incorporates feedback from people served and other stakeholders into the development, implementation, operation, and improvement of program services.

6) Proposed Program Budget (15 points)

Provide a narrative that explains revenue and expense projections in more detail.

The City reserves the right to conduct interviews with all or some of the Proposers at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating firms using the above-stated criteria.

The City also reserves the right to make such additional investigation as it deems necessary to establish the competence and financial stability of any firm submitting a proposal.

Section 5: Scope of Work

Below is a general outline of the anticipated scope of work. However, the final scope of work will be negotiated with the successful proposer.

Summary

- 1) Provide mobile mental health crisis intervention services:
 - a) Stabilize acute psychiatric or behavioral symptoms.
 - b) Evaluate treatment needs.
 - c) Develop plan to meet ongoing needs of the person having mental health crisis.
 - d) Transport person to a more appropriate facility for care, if applicable.
- 2) Service Requirements:
 - a) Using grant funds, procure an AWD vehicle, including insurance, within two weeks of grant award.
 - b) Using grant funds, purchase team uniforms and vehicle logo, within two weeks of grant award.
 - c) Various grant funds and city and county contributions will be used to fund one fulltime Mobile Crisis Team that consist of one mental health professional, one mobile crisis unit support person (Emergency Medical Technician trained as behavioral health specialist), and one case manager / peer support specialist each.



- d) Contractor will provide mental health crisis intervention services 40+ hours per week, including evening and weekend shifts.
- e) Invoice City of Billings no more or less than monthly for services rendered.

3) Service, Reporting Requirements:

- a) Service Areas – Corporate city limits
- b) Implementation:
 - 1. Contract Period – 27 months beginning October 01, 2022, and ending June 30, 2024, with renewal options dependent on funding and contractor performance.
 - 2. Initial funding timeframe is September 1, 2022, through June 30, 2024.
 - 3. Services expected to begin no later than 12 weeks after contract award.
- c) Reporting Requirements:
 - 1. Monthly reports will be due to the Criminal Justice Services Division, as provided in Appendix A, which are required by the MT DPHHS.
 - 2. Monthly email updates, including qualitative and quantitative data, will be required for publication in the CJCC Digest.
 - 3. Reporting requirements as set by SAMSHA.
 - 4. Any reporting and data collection required by the contracting agency.
 - 5. Any data and reporting requirements identified and agreed to after grant implementation begins.
 - 6. The successful proposer will provide data quality assurance and reporting oversight through a third-party evaluator.

4) Agency Coordination:

- a) Contractor shall coordinate planning, implementation, and provision of services with community stakeholders such as: local government(s) and their representatives, tribal government(s) and their representatives, behavioral health organizations, health care systems, healthcare providers, human service agencies, law enforcement officials, and community members.
- b) Contractor shall coordinate with dispatch, local law enforcement, emergency medical services personnel, and other appropriate local, tribal or state resources.



ATTACHMENT A

VALIDATION QUESTIONS FOR SUPPLIER

GENERAL INFORMATION

- 1) Company Name
Address:
Contact Name:
Contact Phone:
Contact Email:
Website/URL:
- 2) How many facilities/locations do you have in the U.S? Please list.
- 3) How many years has your company been doing business under this name?
- 4) Total Full-Time Employees.
- 5) Do you have Small Business Administration Status? If yes, can you provide documentation?
- 6) What are your standard payment terms?
- 7) References - Please attach a Word® document with all contact information for at least the following three references:
 - a) New Company (started doing business with them in the past 12 months)
 - b) Retained Company (have been doing business with them for 3 + years)
 - c) Former Company (contract terminated in the past 2 years)
- 8) Can you provide a statement and meet the City minimum insurance requirements of \$750,000 per claim and \$1,500,000 per occurrence, and the City being named as an additional insured?

FUNCTIONALITY

- 1) A certificate of insurance must be provided prior to signing the contract, commencing on the day contract begins. Are you willing to comply with these requirements?
- 2) You must instruct your insurance broker/carrier to notify the City should your coverage change. Are you willing to do this?
- 3) The successful proposer will be required to purchase a City business license and complete the new vendor forms in order to be eligible for payment. Are you willing to do this?

QUALITY AND SERVICE

- 1) Do you have a quality assurance program? If yes, please attach a copy.
- 2) Are your employees required to take a mandatory drug test?

LEGAL ISSUES

- 1) Are there any pending lawsuits against your company? If yes, please explain.

REPORTING

- 1) Can your company provide reports as outlined in the Scope of Work, Section 3, above?
- 2) If yes to the previous question, please attach samples of all reports that are currently available.

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ATTACHMENT B

CONDITIONS AND NON-COLLUSION FORM

To receive consideration, this form must be signed in full by a responsible, authorized agent, officer, employee or representative of your firm.

CONDITIONS AND NON-COLLUSION AGREEMENT

We have read and agree to the conditions and stipulations contained herein and to the Standard Terms and Conditions contained on the attached.

We further agree to furnish the services specified at the prices stated herein, to be delivered to the location and on that date set forth herein.

In signing this proposal, you also certify that you have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a proposal; that this proposal has been independently arrived at without collusion with any other proposer, competitor or potential competitor; that this proposal has not been knowingly disclosed prior to the due date and time to any other proposer or competitor; that the above statement is accurate under penalty of perjury.

I/We acknowledge _____ addendum.
#

Legal Name of Firm/Corporation

Authorized Signature

Address

Printed Name

City/State/Zip

Title

Date

Telephone Number

By signing the above, I certify that I am authorized by the Company named above to respond to this request.



ATTACHMENT C

MASTER Q & A FORM

PROJECT: MOBILE CRISIS RESPONSE

Master Q&A	Any questions regarding this Request for Proposals should be submitted according to the process outlined below. The City will make every effort to answer within two (2) days of receiving the questions.
Q&A Process	<ol style="list-style-type: none">1. Prepare questions or concerns on the template provided.2. Complete the table in full, providing a date for each question and a section of the RFP to reference (if applicable).3. Submit the completed form via email to kampal@billingsmt.gov. Attach associated documents as necessary. <p>Please contact Liz Kampa with any questions regarding this process.</p>

Questions from: _____ **Company:** _____

Email Address: _____

#	Date	Reference Section	Question or Comment	City Response
1				
2				
3				
4				



ATTACHMENT D

INTENT TO RESPOND FORM

RFP: MOBILE CRISIS RESPONSE

Dated

Fax or email the following Intent to Respond form within four (4) days of the RFP due date even if your company chooses NOT to participate in the RFP.

To: City of Billings
Attn: Liz Kampa, Purchasing Agent
Email: kampal@billingsmt.gov

From: _____

Contact Name
Company Name
Company Address

Phone Number
Fax Number
Email Address

We intend to respond to this RFP by the specified due date:

Company Name _____ Date _____

Contact Name (please print) _____ Title _____

Signature of Contact Person

By signing the above, I certify that I am authorized by the Company named above to respond to this request.



ATTACHMENT E

PROPOSER CONTACT INFORMATION

A. Company Contacts

Primary Contact Person (Name):	
Title/Function:	
Address	
Business Hours Phone:	
Fax:	
Internet E-mail Address:	
Name of Person Responding to Request:	
Title/Function:	
Address:	
Phone:	
Fax:	
Internet E-mail Address:	

B. General Company and Financial Information

Company Name:	
Headquarters Address:	
City, State, ZIP	
Headquarters Phone:	
Headquarters FAX:	
Company Owned By:	
Percent % Ownership:	
Years In Business	
Name of CIO	
Name of CEO/President:	