

Ancillary (Lab) Services

Date of Issue:	October 22, 2024 <i>(Updated December 6, 2024)</i>
Applications must be received no later than:	2:00 p.m. January 14, 2025
Submit all RFP-related questions to:	Provider Network Development CBHClinicalProcurements@phila.gov

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER:
WOMEN, MINORITY INDIVIDUALS AND PEOPLE WITH
DISABILITIES ARE ENCOURAGED TO RESPOND**

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1. PROJECT OVERVIEW

1.1. Introduction; Statement of Purpose

Community Behavioral Health (CBH), a Behavioral Health Managed Care Organization (BH-MCO) for the Commonwealth of Pennsylvania (PA) **Behavioral HealthChoices** and **Community HealthChoices** programs, is seeking proposals for ancillary (laboratory) service providers. This request for proposals (RFP) aims to identify providers who can improve access to ancillary services by offering flexible scheduling at multiple brick-and-mortar locations throughout Philadelphia.

1.2. Organizational Overview

The City of Philadelphia contracts with the **PA Department of Human Services** (PA-DHS) to provide behavioral health services to Philadelphia's Medicaid recipients under PA's HealthChoices behavioral health mandatory managed care program. Through this contractual agreement, services are funded on a capitated basis. The City of Philadelphia, through the **Department of Behavioral Health and Intellectual Disability Services** (DBHIDS), contracts with CBH to administer the HealthChoices program.

DBHIDS has a long history of supporting innovative services in Philadelphia for people in recovery, family members, providers, and communities; the Philadelphia Behavioral Health System is recognized nationally and internationally for innovation in delivering behavioral health care services in the public sector. DBHIDS envisions a Philadelphia where everyone can achieve health, well-being, and self-determination.

The mission of DBHIDS is to educate, strengthen, and serve individuals and community so that all Philadelphians can thrive. This is accomplished using a population health approach with an emphasis on recovery and resilience-focused behavioral health services and self-determination for individuals with intellectual disabilities. Working with an extensive network of providers, DBHIDS provides services to persons recovering from mental health or substance use, individuals with intellectual disabilities, and families to ensure that they receive high-quality services that are accessible, effective, and appropriate.

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DBHIDS comprises seven divisions: Commissioner's Office, Behavioral Health, Intellectual Disability Services (IDS), CBH, Planning Innovation, Behavioral Health and Justice Division (BHJD), and Division of Administration, Finance, and Quality.

CBH manages a full continuum of medically necessary and clinically appropriate behavioral healthcare services for the City's approximately 802,345 Medical Assistance recipients under Pennsylvania's HealthChoices behavioral health managed care program.

The mission of CBH is to meet the behavioral health needs of the Philadelphia community by assuring access, quality, and fiscal accountability through being a high-performing, efficient, and nimble organization driven by quality, performance, and outcomes. We envision CBH as a diverse, innovative, and vibrant organization in which we are empowered to support wellness, resiliency, and recovery for all Philadelphians.

1.3. Project Background and Objective

CBH is seeking to expand in-network providers to deliver ancillary services. Beginning in 2020 and continuing through 2023, there was a decrease in ancillary service utilization by CBH members. In 2019, 23,355 adult CBH members (18 years and older) utilized ancillary laboratory services compared to 12,714 adult members in 2023. This is a 46% decrease among adult members. Additionally, in 2019, 955 members ages 0-17 years of age utilized ancillary lab services compared to 381 members in 2023, which is a 60% decrease in service utilization.

The ability to access services may be a factor in the decline of ancillary service utilization. It has been found that the location of healthcare facilities influences access to healthcare services (Levesque et al., 2013). To increase access, CBH is seeking providers who have multiple brick-and-mortar locations. Preference is for locations easily accessible by public transportation, as this may be a barrier for individuals who do not own a personal motor vehicle (Levesque et al., 2013; University of Southern California, 2023).

Additionally, perceived stigma and clinician-directed patient discrimination are other factors affecting healthcare access (Cyr et al., 2019; University of Southern California, 2023). Avoidance is common when there is an expectation that discrimination and racial bias will occur during interactions with healthcare providers (University of Southern

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California, 2023). Providers need to engage in training and education that can prevent discrimination and racial bias in healthcare facilities to prevent patient avoidance.

The decline in utilization of ancillary services amongst CBH members is concerning due to the many important uses of laboratory testing and monitoring in behavioral health services. When taking psychotropic medication, lab monitoring can help to ensure that the medication is at the correct dose, including within the therapeutic range. Utilizing laboratory testing as part of psychotropic medication monitoring can increase the effectiveness and safety of medication use (Schreiber et al., 2019). This also includes monitoring for unwanted side effects (Wright, 2022). For example, antipsychotic medications have been shown to increase the risk of developing diabetes (Bostwick & Murphy, 2017). Lithium, which is used to treat bipolar disorder, requires regular monitoring to ensure the levels are in the therapeutic range and that there are no adverse effects on kidney and thyroid functioning (*Mental Health Medications*, 2023). Laboratory monitoring can prevent the health implications of medications, which can potentially have severe side effects.

Additionally, symptoms of mental health disorders can also be similar to those of physical health problems. For example, symptoms of hypothyroidism include decreased appetite, fatigue, and an inability to concentrate are also symptoms of depression (Ittermann et al., 2015). Laboratory testing can rule out whether behavioral health symptoms are medical. Laboratory monitoring is also essential to monitor progress and determine appropriate levels of care in substance abuse treatment (Hurford et al., 2017). Physiological biomarkers assess recent alcohol use (e.g., breathalyzer, serum ethanol, urine ethanol) and long-term alcohol use (e.g., gamma-glutamyl transferase test and liver function test) (Casey et al., 2023; Hurford et al., 2017). Ancillary laboratory services are also utilized to test for different substances that appear in the body, removing the risk of an individual being dishonest about their current substance use. These are only a few reasons laboratory monitoring is essential for behavioral health services.

1.4. Applicant Eligibility; Threshold Requirements

To be eligible to respond to this RFP, applicants must be currently enrolled in Medicare and Medicaid programs. They must also be accredited by the [College of American Pathologists \(CAP\) Laboratory Accreditation Program](#) and have a Pennsylvania

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Clinical Laboratory Permit issued by the Department of Health, Bureau of Laboratories. Additionally, applicants must hold a federal Clinical Laboratory Improvement Amendments (CLIA) Certificate from the [Centers for Medicare and Medicaid Services \(CMS\)](#).

1.5. General Disclaimer

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any respondent, is intended to be granted rights hereunder. Any response, including written documents and verbal communication, by any applicant to this RFP shall become the property of CBH and may be subject to public disclosure by CBH.

1.6. Location/Site

The ancillary provider must have brick-and-mortar sites located in Philadelphia. Preference will be given to providers with multiple locations accessible via public transportation and American Disabilities Act (ADA)-accessible. Providers are expected to have core hours of operation. Preference will be given to providers who offer flexible hours, including early mornings, evenings, and weekend availability. Applicants must provide an attachment with the addresses of each site within Philadelphia and the hours of operation for each site. Any bus routes, subway lines, trolley lines, or regional rail lines accessible near each site location should also be included in the attachment.

The applicant is required to provide information on the property's zoning and licensing status for the proposed facility. The premises must be tobacco-free, and a policy for maintaining naloxone on-site and ensuring staff training must be included.

2. SCOPE OF WORK

2.1. Overview of Services

The purpose of this RFP is to identify at least two ancillary providers to expand in network capacity. Preference will be given to providers with multiple brick-and-mortar locations throughout Philadelphia accessible via public transportation. Additional considerations

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will be given to providers with flexible scheduling, who can schedule appointments electronically and accept walk-ins. Providers who contract with in-home healthcare organizations to provide the service in-home is also preferred. There is also a preference for providers with the capacity for mobile laboratory services. Consideration will also be given to providers who contract with CBH members Physical Health Managed Care Organizations (PH-MCO), as this improves care coordination between physical and behavioral health providers. Examples of PH-MCOs are Jefferson Health Plans, Keystone First, United Healthcare, Geisinger, PA Health and Wellness, and UPMC.

2.2. Service Philosophy

By issuing this RFP, it is paramount to increase access and reduce barriers to ancillary laboratory services for CBH members. It is also equally important that the ancillary clinical laboratory applicants provide the highest-quality services and timely and accurate laboratory testing results to support psychiatric and medical treatment, improve adherence to, and reduce the likelihood of health complications from psychotropic medications.

2.3. Individuals Served

The ancillary provider must accept individuals of all ages and genders, with no one turned away, regardless of type or degree of need, acuity, or challenges.

2.4. Personnel and Required Training

Applicants must employ strategic hiring procedures to identify highly qualified candidates who can support the ancillary laboratory services and provide accurate and timely laboratory testing and data. The requirements listed below are based on state-level regulations and may be modified within those regulations.

2.4.1. Required Personnel

As per 28 Pa. Code § 5, the laboratory must have licensed staff available during all hours of operation. Per 28 Pa. Code § 5.22(g) and 5.23(b)(1), there must also be a director, owner, or general supervisor present during all hours of testing. The director may be present on-site or remotely.

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- ➔ The Director/Owner must meet the educational and experience qualifications in Section 2.4.2 in this document. Per 28 Pa. Code § 5.22(a), they shall both be responsible for the laboratory's proper maintenance and ethical operations.
- ➔ The General Supervisor must meet the educational and experience requirements in Section 2.4.2 of this document.
- ➔ The Clinical Laboratory Technologist must meet the educational and experience requirements in Section 2.4.2 in this document.

2.4.2. Required Training

Ancillary service staff must have education and training that complies with standards in 28 Pa. Code § 5.21-5.24.

- ➔ Director:
 - » Per 28 Pa. Code § 5.21(a)(1)- (a)(2), meets the needs of one of the following:
 - Doctor of science degree or basic sciences of chemistry, biology, or microbiology; or a doctoral degree in public health, medicine, osteopathy, pharmacy, dentistry, or veterinary medicine from a college/university recognized by the National Committee of Regional Accrediting Agencies or the Department of Education of PA; and a minimum two years laboratory experience
 - Master of science degree or its equivalent in the basic sciences from a college/university recognized by the National Committee of Regional Accrediting Agencies or the Department of Education of the Commonwealth in chemistry, biology, or microbiology; and a minimum of four years of laboratory experience
- ➔ General Supervisor:

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- » Per 28 Pa. Code § 5.23(a)(1)-(a)(3), meets the needs of one of the following:
 - Doctoral degree from an accredited institution with a minimum of two years of clinical laboratory experience
 - Master of arts or science degree from an accredited institution with a major in medical technology or biological, physical, or chemical sciences and a minimum of four years of clinical laboratory experience
 - Bachelor of science or arts degree from an accredited institution with a major in medical technology or one of the biological, physical, or chemical sciences and a minimum of six years of clinical laboratory experience
- ➔ Clinical Laboratory Technologist:
 - » Per 28 Pa. Code § 5.24(a)(1)- (a)(2), 5.24(b), a baccalaureate degree in medical technology or chemical, physical, or biological science, and clinical education in a program accredited by an agency recognized by the PA Department of Health; and minimum one year clinical laboratory experience
 - Without a baccalaureate degree, technologists may become qualified as technologists according to provisions of Section 241 of Title XI of the Social Security Amendments of 1972 Public Law 92-603.
 - The Director shall determine the full qualifications of technical personnel below the level of a technologist for all assigned technical duties.

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2.4.3. Language and Culture

Applicants should develop plans to ensure that services are delivered in a manner that is welcoming to people from diverse cultures and have the resources to work with individuals and families who speak languages other than English. The plan should support the cultural needs and preferences of members who seek laboratory testing. There will be a preference for providers with access to their language services (e.g., Spanish, Sign Language). There will also be a preference for providers who have bilingual staff.

2.5. Service Delivery Requirements

2.5.1. Technological Capabilities

Applicants must have the technology capabilities to perform the activities proposed in this RFP, including the capability for an online provider and member portal, electronic claims submission, service data reporting, transmission and coordination of care, and the secure sharing of information. Applicants must also be able to send electronic reminders and text messages and notify lab results.

2.5.2. Necessary Supplies and Equipment

Applicants must have the necessary supplies for specimen collection, such as specimen containers, tubes, tourniquets, needles, centrifuge, label maker/printer, cold packs, and a lockbox for specimen pick-up.

2.6. Timetable

Services requested through this RFP are expected to be fully operational by October 1, 2025.

2.7. Monitoring

Awarded providers will be subject to evaluation, program, compliance, and budgetary monitoring by DBHIDS and CBH. On-site reviews may occur as CBH deems necessary.

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2.7.1. Continuous Quality Improvement (CQI) and Program Monitoring

As part of the DBHIDS initiative to ensure the delivery of high-quality services with positive, measurable outcomes, applicants will be expected to describe a plan for continuous quality improvement (CQI) that includes planned, systematic, formal, and ongoing processes for assessing and improving the outcomes of each proposed service.

Per 28 Pa. Code § 5.61-5.62, quality control procedures in hematology and other laboratory specialties shall be those approved by the PA Department of Health. Accuracy, specificity, and precision must always be shown in quality control records. Proficiency tests must be maintained at acceptable ranges and statistically determined for each evaluation. Failure to maintain acceptable ranges can result in revocation of approval of the specific laboratory test. If a specific laboratory test permit is revoked, resubmission for approval requires proof of proficiency. Applicants certified with CLIA must have quality control procedures, such as an Individualized Quality Control Plan (IQCP), for their laboratories.

2.8. Performance Metrics, Standards, and Reporting Requirements

The successful applicant will agree to comply with CBH's evaluation, future performance standards, and reporting requirements. The selected applicant will be required to meet the future performance standards established by CBH during the term of the contract, along with CBH credentialing and compliance standards. Reporting requirements may be modified prior to or during the contract award period. Applicants should be able to track and share the following through an Electronic Health Record (EHR).

2.9. Compensation/Reimbursement

The successful applicants will be paid based on each laboratory test.

2.10. Technological Capabilities

Applicants must have the technological capabilities required to perform the proposed activities in this RFP. At a minimum, applicants must have electronic claims submission and an electronic health record (EHR) ready for use.

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2.11. Required Proposal Format

Proposals should include:

- ➔ Proposal Content: Narrative response to Section 2.1.
- ➔ Operational documents listed in Section 2.12.7.
- ➔ Attachment: [**CBH RFP Response Cover Sheet**](#)
- ➔ Attachment: [**City of Philadelphia Tax and Regulatory Status and Clearance Statement**](#)
- ➔ Attachment: [**City of Philadelphia Disclosure Forms**](#)
- ➔ Attachment: [**City of Philadelphia Disclosure of Litigation Form**](#)
- ➔ Attachment: [**CBH Provider Rate Request Certification Statement**](#)
- ➔ Attachment: [**CBH Provider Rate Request Supporting Documentation**](#) (xlsx)
Please Note: This Excel file contains three sheets: Expenditure Summary, Personnel Invoice Schedule, and Miscellaneous Item Detail.

Proposals must be prepared simply and economically, providing a straightforward, concise description of the applicant's ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using Times New Roman font, single-spaced with minimum margins of 1". For each section where it is required, the applicant must fully answer all the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal being considered non-responsive. Each attachment, appendix, or addendum must reference the corresponding section or subsection number.

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Applicants must limit their General Narrative Description to eight single-spaced pages, excluding required attachments. Applications should not exceed eight pages. As a general comment, if you have responded to a requirement in another part of your proposal, refer to that section and do not repeat your response. Applicants whose narrative exceeds the page limit may have their proposals considered non-responsive and be disqualified.

2.12. Proposal Content

2.12.1. Introduction/Executive Summary

Provide a brief overview of your agency (not to exceed one page), including a general description of your understanding of the proposed project's scope.

2.12.2. Licensure and Location

Applicants must have brick-and-mortar locations within Philadelphia County. To increase access, provider locations must be accessible via public transportation (e.g., bus, subway, regional rail). Additionally, each location must be ADA-accessible to support members' needs. Applicants must also be enrolled in Medicare and Medicaid programs. Applicants must be accredited by The College of American Pathologists (CAP) Laboratory Accreditation Program. They must have a Pennsylvania Clinical Laboratory Permit issued by the Department of Health, Bureau of Laboratories. Additionally, applicants must hold a federal Clinical Laboratory Improvement Amendments (CLIA) Certificate from the Centers for Medicare and Medicaid Services (CMS).

2.12.3. Corporate Status

Please indicate whether you are a for-profit or not-for-profit organization and provide legal documentation of that status as an attachment to your proposal. Preference will be given to minority/women/disabled-owned businesses.

2.12.4. Government Structure

Describe the governing body of your organization. Each applicant must provide a list of the names, gender, race, and business addresses of all members of its Board of Directors. Please indicate which, if any, board members are self-disclosed service recipients or are family members of people who have received services.

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2.12.5. Program Philosophy

This section provides the opportunity to describe the vision, values, and beliefs that will be evident in the design and implementation of the proposed services. The applicant should explain how the values of the DBHIDS Practice Guidelines, State regulations, and guiding documents will inform the development and implementation of the service. Please include the plan for bringing your services online by October 1, 2025.

2.12.6. Service Requirements

The following information should be included in the applicant's proposal:

2.12.6.1. Provider Locations

Please provide an attachment with the location of each brick-and-mortar facility within Philadelphia County. Include the following information for each location:

- ➔ Days and hours of operation
- ➔ Nearby public transportation (including specific bus routes, subway lines, regional rail lines, etc).
- ➔ If services are walk-in and/or by appointment
- ➔ If the facility is handicap/ADA accessibility

2.12.6.2. Technological Capabilities

Please describe your organization's technological capabilities. This includes:

- ➔ Scheduling appointments online
- ➔ Sending electronic appointment reminders via automated phone calls, text messages, or email
- ➔ Communicating with members or providers through an online portal
- ➔ Sending electronic notifications of lab results

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- ➔ Submitting electronic claims

2.12.6.3. *Special Populations*

Please describe your organization's ability to meet the diverse needs of CBH members. This includes:

- ➔ Employing bilingual staff (please share other languages spoken)
- ➔ Accessing language services, including what languages can be accommodated
- ➔ Providing in-home and mobile laboratory services
- ➔ Any additional services available to support members with special needs

2.12.6.4. *Integrated Care*

Please share any PH-MCO contracts with your organization for Philadelphia County individuals.

2.12.7. Personnel and Required Training

A stable workforce will be critical to the success of the ancillary services provider. Preference will be given to those who can demonstrate a plan for the laboratory to be fully staffed during all hours of operation. Applicants should refer to Section 2.5.

2.12.8. Operational Documentation and Requirements

Applicants must demonstrate financial capability and fiscal solvency to do the work described in this RFP and as described in their proposal. At a minimum, applicants must meet the financial threshold requirements described below for their proposal to be considered for further review. The following documentation is required at the time of proposal submission and should be submitted as an attachment to the proposal:

- ➔ Tax Identification Number
- ➔ An overview of your agency's financial status, which will include submission of a certified corporate audit report (with management letter where applicable)

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- » If this is not available, please explain and submit a review report by a CPA firm. If neither a certified corporate audit nor a review report is available, please explain and submit a compilation report by a CPA firm. These submissions must be for the most recently ended corporate fiscal year. Submit the report for the prior corporate fiscal year if it is unavailable. Please note that the most recent report must be submitted before contract negotiations. Please provide a business plan for a start-up with no financial activity, including a three-year financial projection of Cash Flow, Income Statement, and Balance Sheet.
- ➔ Federal Income Tax returns for for-profit agencies, or IRS Form 990 (Return of Organization Exempt from Income Tax), for non-profit agencies
 - » Either of these submissions must be for the most recently ended corporate fiscal year. If the tax return is not yet available, submit the return for the prior corporate fiscal year. Please note that the most recent tax return must be submitted before any potential contract negotiations. In the case of a start-up, provide proof of corporate charter, corporate tax status, and/or individual tax return(s) of principal(s)/owner(s).
- ➔ Proof of payment of all required federal, state, and local taxes (including payroll taxes) for the past twelve (12) months
 - » If pre-operational, provide proof of deposits to cover initial operations.
- ➔ Provide proof of an adequate line of credit demonstrating funds are available to meet operating needs (Please explain if they are unavailable).
- ➔ Disclosure of any Bankruptcy Filings or Liens placed on your agency over the past five years
 - » Please include an explanation of either. If there were no Bankruptcy Filings or Liens placed on your agency over the past five years, please include an attestation indicating that this is the case, signed by either your Chief Executive Officer or Chief Financial Officer.

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- ➔ Certificates of insurance with the named insured entity being the same name and address as the provider contracting with CBH
 - » The insurance company providing coverage must be certified to do business in Pennsylvania or be otherwise acceptable to CBH.
 - » The insurance certificate must include the following coverage:
 - General Liability with a minimum of \$2,000,000 aggregate and a minimum of \$2,000,000 per occurrence
 - Professional Liability with a minimum of \$1,000,000 aggregate and a minimum of \$3,000,000 per occurrence (Professional liability policy may be per occurrence or claims made; if claims are made, a two-year tail is required.)
 - Automobile Liability with a minimum combined single limit of \$1,000,000
 - Workers Compensation/Employer Liability with a \$100,000 per Accident; \$100,000 Disease-per Employee; \$500,000 Disease Policy Limit.
 - » Regarding your General Liability Policy, CBH, the City of Philadelphia, and the Commonwealth of Pennsylvania Department of Public Welfare must be named additional insured. The certificate holder must be Community Behavioral Health.
 - » Applicants who have passed all threshold review items and are recommended by the Review Committee to be considered for contract negotiations for this RFP, each applicant will be required to provide a statement from an independent CPA attesting to the financial solvency of the applicant agency.

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2.13. Terms of Contract

The contract entered by CBH as a result of this RFP will be designated as a Provider Agreement. Negotiations will be undertaken only with the successful applicants whose applications, including all appropriate documentation (e.g., audits, letters of credit, past performance evaluations, etc.), show them qualified, responsible, and capable of performing the work required in the RFP.

The selected applicants shall maintain total responsibility for the maintenance of such insurance as may be required by the law of employers, including (but not limited to) Worker's Compensation, General Liability, Unemployment Compensation and Employer Liability Insurance, and Professional Liability and Automobile Insurance.

2.14. Health Insurance Portability and Accountability Act (HIPAA)

The work to be provided under any contract issued under this RFP is subject to the federal Health Insurance Portability and Accountability Act (HIPAA), as amended, and other state or federal laws or regulations governing the confidentiality and security of health information. The selected applicant(s) will be required to comply with CBH confidentiality standards identified in any contractual agreement between the selected applicant and CBH.

2.15. Minority/Women/People with Disabilities Owned Business Enterprises (M/W/DSBE)

CBH is a city-related agency, and as such, its contracted providers must cooperate with the local municipality's intent regarding M/W/DSBEs. CBH expects the selected applicant(s) to employ a "Best and Good Faith Efforts" approach to include certified M/W/DSBEs in the services provided through this RFP where applicable and meet the intent of M/W/DSBE legislation.

The purpose of M/W/DSBE state legislation is to provide equal opportunity for all businesses and to assure that CBH funds are not used, directly or indirectly, to promote, reinforce, or perpetuate discriminatory practices. CBH is committed to fostering an environment in which all businesses are free to participate in business opportunities

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without the impediments of discrimination and participate in all CBH contracts on an equitable basis.

- ➔ For-profit applicants should indicate if their organization is a M/W/DSBE certified by an approved certifying agency or identified in the [City of Philadelphia Office of Economic Opportunity \(OEO\)](#) certification registry. If the applicant is M/W/DSBE-certified, a copy of the certification should be included with the proposal. Any certifications should be submitted as hard copy attachments to the original application, and copies should be submitted to CBH.
- ➔ Not-for-profit applicants cannot be formally M/W/DSBE-certified. CBH does utilize adapted state definitions to determine the M/W/DSBE status. Criteria are applied to not-for-profit entities to determine M/W/DSBE status in the CBH provider network, as follows (all criteria must be satisfied):
 - » At least 51% of the board of directors must be qualified minorities, women, or disabled persons.
 - » A woman, minority, or disabled person must hold the highest position in the company.
 - » Minority groups eligible for certification include African Americans, Hispanic Americans, Native Americans, and Asian Americans.
 - » Citizenship and legitimate minority group membership must be established through birth certificates, military records, passports, or tribal cards.
- ➔ Not-for-profit organizations may have sub-contracting relationships with certified M/W/DSBE for-profit organizations. Not-for-profits should include a listing of their M/W/DSBE-certified subcontractors and their certification information.

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2.16. City of Philadelphia Tax and Regulatory Status and Clearance Statement

As CBH is a quasi-governmental, city-related agency, prospective applicants must meet certain City of Philadelphia requirements. It is the policy of the City of Philadelphia to ensure that each contractor and subcontractor has all required licenses and permits and is current concerning the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia) and is not in violation of other regulatory provisions contained in The Philadelphia Code. To assist the city in determining this status, through its Department of Revenue and Department of Licenses and Inspections, each applicant must complete and return a [City of Philadelphia Tax and Regulatory Status and Clearance Statement with its proposal.](#)

If the applicant does not comply with the City's tax and regulatory codes, the applicant will be provided with an opportunity to enter into satisfactory arrangements with the City. Suppose satisfactory arrangements cannot be made within a week of being notified of their non-compliance. In that case, applicants will not be eligible for the contract award contemplated by this RFP.

Selected applicant(s) will also be required to assist the City in obtaining the above information from its proposed subcontractors (if any). Suppose a proposed subcontractor does not comply with city codes and fails to make satisfactory arrangements with the City. In that case, the non-compliant subcontractor will be ineligible to participate in the contract contemplated by this RFP, and the selected applicant(s) may find it necessary to replace the non-compliant subcontractor with a compliant subcontractor. Applicants should consider these city policies when entering contractual relationships with proposed subcontractors.

Applicants need not have a City of Philadelphia Business Privilege Tax Account Number and Business Privilege License Number to respond to this RFP. However, in most circumstances, they will be required to obtain one or both if selected for the contract award contemplated by this RFP. Proposals for a Business Privilege Tax Account Number or a Business Privilege License may be made through the [City of Philadelphia Business](#)

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Services webpage. Call the Department of Revenue at 215-686-6600 for questions related to City of Philadelphia Business Privilege Tax Account Numbers or the Department of Licenses and Inspections at 215-686-2490 for questions related to a Business Privilege License.

2.17. Compliance with Philadelphia 21st Century Minimum Wage and Benefits Ordinance

Applicants are advised that any contract awarded under this RFP is a “Service Contract,” and the selected applicant(s) under such contract is a “Service Contractor,” as those terms are defined in Chapter 17-1300 of the Philadelphia Code or *Philadelphia 21st Century Minimum Wage and Benefits Standard Ordinance*. Any Subcontractor and any sub-subcontractor at any tier proposed to perform services sought by this RFP is also a “Service Contractor” for Chapter 17-1300 purposes. If any such Service Contractor (i.e., applicant and subcontractors at any tier) is also an “Employer,” as that term is defined in § 17-1302 (more than five employees) and is among the Employers listed in § 17-1303, then during the term of any resulting contract it is subject to the minimum wage and benefits provisions outlined in Chapter 17-1300 unless it is granted a waiver or partial waiver under § 17-1304. Absent a waiver, these minimum wage and benefits provisions, which include a minimum hourly wage that is adjusted annually based on the CPI, health care, and sick leave benefits, are mandatory and must be provided to the applicant’s employees or the employees of any subcontractor at any tier who perform services related to the city contract resulting from this RFP.

Applicants and any subcontractors at any tier proposed by applicants are strongly encouraged to consult Chapter 17-1300 of the Philadelphia Code, the *General Provisions*, and any wage or equal benefits ordinances on *eContract Philly* for further details concerning the applicability of this chapter and obligations it imposes on certain city contractors and subcontractors at any tier. In addition to the enforcement provisions contained in Chapter 17-1300, the selected applicant(s)’s failure or the failure of any subcontractor at any tier to comply (absent an approved waiver) with the provisions of Chapter 17-1300 or any discrimination or retaliation by the selected applicant(s) or their subcontractors at any tier against any of their employees on account of having claimed a violation of Chapter 17-1300, shall be a material breach of any Service Contract resulting

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from this RFP. By submitting a proposal in response to this RFP, applicants acknowledge that they understand and will comply with the requirements of Chapter 17-1300 and will require the compliance of their subcontractors at any tier if awarded a contract under this RFP. Applicants further acknowledge that they will notify subcontractors at any proposed tier to perform services related to this RFP of Chapter 17-1300 requirements.

2.18. Certification of Compliance with Equal Benefits Ordinance

Suppose this RFP is a solicitation for a “Service Contract” as that term is defined in [Philadelphia Code § 17-1901\(4\)](#) (“A contract for the furnishing of services to or for the City, except where services are incidental to the delivery of goods. The term does not include any contract with a governmental agency.”) and will result in a Service Contract in an amount over \$250,000, under [Philadelphia Code Chapter 17-1900](#), the selected applicant(s) shall, for any of its employees who reside in the City, or any of its employees who are non-residents subject to City wage tax under [Philadelphia Code § 19-1502\(1\)\(b\)](#), be required to extend the same employment benefits the selected applicant(s) extends to spouses of its employees to life partners of such employees, absent a waiver by the City under § 17-1904. By submitting their proposals in response to this RFP, all applicants acknowledge and certify that, if awarded a Service Contract under this RFP, they will comply with the provisions of Philadelphia Code Chapter 17-1900 and notify their employees of the employment benefits available to life partners. Following the award of a Service Contract and prior to execution of the Service Contract by the City, the selected applicant(s) shall certify that its employees have received the required notification of the employment benefits available to life partners and that such employment benefits will be available, or that the selected applicant(s) does not provide employment benefits to the spouses of married employees. The selected applicant’s failure to comply with these provisions or any discrimination or retaliation by the selected applicant(s) against any employee for having claimed a violation of Chapter 17-1900 shall be in material breach of the Service Contract resulting from this RFP. Further information concerning the applicability of the Equal Benefits Ordinance and the obligations it imposes on certain city contractors is contained in the wage and equal benefits ordinances on [eContract Philly](#).

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2.19. City of Philadelphia Disclosure Forms

Applicants and subcontractors are required to complete the [City of Philadelphia Disclosure Forms](#) to report campaign contributions to local and state political candidates and incumbents; any consultants used in responding to the RFP and contributions those consultants have made; prospective subcontractors; and whether applicants or any representatives of applicants have received any requests for money or other items of value or advice on particular firms to satisfy M/W/DSBE participation goals. These forms must be completed and returned with the proposal. The forms are attached as separate PDFs on the website posting.

2.20. CBH Disclosure of Litigation Form

The applicant shall describe any pending, threatened, or contemplated administrative or judicial proceedings that are material to the applicant's business or finances, including, but not limited to, any litigation, consent orders, or agreements between any local, state, or federal regulatory agency and the applicant or any subcontractor the applicant intends to use to perform any of the services described in this RFP. Failure to disclose any of the proceedings described above may be grounds for disqualification of the applicant's submission. Complete and submit with your proposal the [City of Philadelphia Disclosure of Litigation Form](#).

2.21. Selection Process and Responses

A consensus review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that best meet the RFP's goals.

Submissions will be reviewed based on the merits of the written response to the RFP.

2.22. Threshold Requirements

Threshold requirements provide a baseline for all proposals, providing essential information that all applicants must meet. Failure to meet these requirements may disqualify an applicant from consideration through this RFP. Threshold requirements

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include submitting a complete proposal with responses to all sections and questions outlined herein. In addition, all required attachments must be submitted. Threshold requirements include having the requisite experience and licenses to implement the program and being a service provider in good standing with the City and CBH (as applicable).

CBH will determine if a provider is in good standing by reviewing information gathered through various departments across DBHIDS. A determination is based on, but not limited to, the following criteria: re-credentialing status history, compliance error rate history, quality improvement plan status, and financial solvency. State licensure status will also be reviewed, considered, and discussed with the PA Department of Human Services when applicable.

Neither the provider nor its staff, contractors, subcontractors, or vendors may be on any of the three Excluded Individuals and Entities lists:

- ➔ [List of Excluded Individuals and Entities \(LEIE\)](#)
- ➔ [System for Award Management \(SAM\) \(formerly EPLS\)](#)
- ➔ [Department of Human Services' Medicheck List](#)

For this RFP, the applicant must include an attached statement that the provider and its staff, subcontractors, or vendors have been screened for and are not on any of the three Excluded Individuals and Entities lists. Ongoing, the provider must regularly screen its staff, contractors, subcontractors, and vendors for excluded individuals on the three Excluded Individuals and Entities lists.

3. APPLICATION ADMINISTRATION

3.1. Procurement Documents and Schedule

Please make sure to include completed and signed (where applicable) attachments with your submission:

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- ➔ Attachment: [**CBH RFP Response Cover Sheet**](#)
- ➔ Attachment: [**City of Philadelphia Tax and Regulatory Status and Clearance Statement**](#)
- ➔ Attachment: [**City of Philadelphia Disclosure Forms**](#)
- ➔ Attachment: [**City of Philadelphia Disclosure of Litigation Form**](#)
- ➔ Attachment: [**CBH Provider Rate Request Certification Statement**](#)
- ➔ Attachment: [**CBH Provider Rate Request Supporting Documentation**](#) (xlsx)
Please Note: This Excel file contains three sheets: Expenditure Summary, Personnel Invoice Schedule, and Miscellaneous Item Detail.

RFP Event	Deadline Date
RFP Issued	October 22, 2024
Bidder's Conference	2:00 p.m. ET on November 14, 2024
Deadline to Submit Questions	December 3, 2024
Answers to Questions on Website	December 12, 2024
Application Submission Deadline	2:00 p.m. ET on January 14, 2025
Applicants Identified for Contract Negotiations	April 2, 2025

CBH reserves the right to modify the schedule as circumstances warrant.

This RFP is issued on October 22, 2024. To be considered for selection, all applications must be emailed to cbhclinicalprocurements@phila.gov no later than 2:00 p.m. on January 14, 2025.

- ➔ The email subject line should be marked “Ancillary RFP.” Applications submitted by any means other than email will not be accepted.
- ➔ Applicants must submit the electronic application with appropriate e-signatures.

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- ➔ Applications submitted after the deadline date and time will not be accepted. The cover sheet of the application must be signed by an official of the submitting agency authorized to bind the agency to all provisions noted in the application.

All questions concerning this RFP must be submitted in writing via email to the Provider Network Development Team at cbhclinicalprocurements@phila.gov with the subject line “Ancillary RFP Questions” no later than December 3, 2024, and may not be considered if not received by then. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants but reserves the right, at its discretion, not to respond to any question. Responses will be posted on the [CBH Clinical Procurements](#) page. Posted responses become part of the RFP upon posting. CBH reserves the right, at its discretion, to revise responses to questions after posting by posting a modified response. No oral response to any applicant question by any DBHIDS or CBH employee or agent shall be binding to CBH or in any way considered a commitment by CBH.

3.1.1. Bidder's Conference

An [Ancillary \(Lab\) Services Bidder's Conference](#) will be hosted via Zoom on November 14, 2024, from 2:00 to 3:00 p.m. Interested parties must register via the link (Passcode: 983636). After registering, you will receive a confirmation email containing information about joining the webinar. Attendance is optional.

3.2. Interviews/Presentations

Applicants may be required to make an oral presentation concerning various aspects of their application to CBH. Such presentations allow applicants to clarify their application to ensure a thorough and mutual understanding. CBH will schedule such presentations on an as-needed basis.

3.3. Terms of Contract

CBH reserves the right to set the rates for this service, budgets and rates notwithstanding. Continuation of funding is contingent upon the availability of funds, quality of service being provided, and contract compliance. CBH reserves the right to continue subsequent yearly contracts. All contracts become binding on the date of signature by the provider agency's chief executive officer and Community Behavioral Health's chief executive

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officer. CBH reserves the right to reissue all or part of the RFP if it cannot establish acceptable providers for any or all services. CBH also reserves the right to amend contracts throughout the contract period and to renegotiate the contract length as needed.

4. GENERAL RULES GOVERNING RFPS/APPLICATIONS; RESERVATION OF RIGHTS; CONFIDENTIALITY AND PUBLIC DISCLOSURE

4.1. Revisions to RFP

CBH reserves the right to change, modify, or revise the RFP at any time. Any revision will be posted on the [CBH Clinical Procurements](#) page with the original RFP. The applicant must check the website frequently to determine whether additional information has been released or requested.

4.2. City/CBH Employee Conflict Provision

City of Philadelphia or CBH employees and officials are prohibited from applying in response to this RFP. No application will be considered in which a city or CBH employee or official has a direct or indirect interest. Any application that violates these conditions in CBH's sole judgment may be rejected.

4.3. Proposal Binding

By signing and submitting their proposal, each applicant agrees that the proposal's contents are available to establish final contractual obligations for a minimum of 180 calendar days from the proposal deadline for this RFP. An applicant's refusal to enter into a contract that reflects the terms and conditions of this RFP or the applicant's proposal may, at the sole discretion of CBH, result in the rejection of the applicant's proposal.

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4.4. Reservation of Rights

By submitting its response to this notice of Request for Proposals as posted on the CBH website, the applicant accepts and agrees to this Reservation of Rights. The term “notice of request for proposals,” as used herein, shall mean this RFP and include all information posted on the CBH website about this RFP.

4.4.1. Notice of Request for Proposals (RFP)

CBH reserves the right and may, at its sole discretion, exercise any one or more of the following rights and options concerning this notice of request for proposals:

1. to reject any applications and to reissue this RFP at any time;
2. to issue a new RFP with terms and conditions substantially different from those outlined in this or a previous RFP;
3. to issue a new RFP with terms and conditions that are the same or similar as those outlined in this or a previous RFP in order to obtain additional applications or for any other reason CBH determines to be in its best interests;
4. to extend this RFP in order to allow for time to obtain additional applications prior to the RFP application deadline or for any other reason CBH determines to be in its best interests;
5. to supplement, amend, substitute, or otherwise modify this RFP at any time prior to issuing a notice of intent to develop a provider agreement or consultant contract to one or more applicants;
6. to cancel this RFP at any time prior to the execution of a final provider agreement, whether or not a notice of intent to develop a provider agreement has been issued, with or without issuing, at CBH’s sole discretion, a new RFP for the same or similar services; and
7. to do any preceding without notice to applicants or others, except such notice as CBH, at its sole discretion, elects to post on the CBH website.

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4.4.2. Proposal Selection and Contract Negotiation

CBH may, at its sole discretion, exercise any one or more of the following rights and options concerning application selection:

1. to reject any application if CBH, at its sole discretion, determines the application is incomplete, deviates from or is not responsive to the requirements of this RFP, does not comply with applicable law, is conditioned in any way, or contains ambiguities, alterations or items of work not called for by this RFP, or if CBH determines it is otherwise in its best interests to reject the application;
2. to reject any application if CBH, at its sole discretion, determines the applicant has been delinquent or unfaithful in the performance of any contract with CBH or with others; is delinquent, and has not made arrangements satisfactory to CBH, concerning the payment of city taxes or taxes collected by the City, or other indebtedness owed to the City; is not in compliance with regulatory codes applicable to the applicant; is financially or technically incapable; or is otherwise not a responsible applicant;
3. to waive any defect or deficiency in any application, including, without limitation, those identified in the preceding subsections, if, at CBH's sole discretion, the defect or deficiency is not material to the application;
4. to require, permit, or reject, at CBH's sole discretion, amendments (including, without limitation, information omitted), modifications, clarifying information, and corrections to their applications by some or all of the applicants at any time following application submission and before the execution of a final provider agreement or consultant contract;
5. to issue a notice of intent to develop a provider agreement or consultant contract and execute a provider agreement and consultant contract for any or all of the items in any application, in whole or in part, as CBH, at its sole discretion, determines to be in CBH's best interests;
6. to enter into negotiations with any one or more applicants regarding price, scope of services, or any other term of their applications, and such other agreement or

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contractual terms as CBH may require, at any time prior to execution of a provider agreement or consultant contract, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued to any applicant and without reissuing this RFP;

7. to enter into simultaneous, competitive negotiations with multiple applicants or to negotiate with individual applicants, either together or in sequence, and to permit or require, as a result of negotiations, the expansion or reduction of the scope of services or changes in any other terms of the submitted applications, without informing other applicants of the changes or allowing them to revise their applications in light thereof, unless CBH, at its sole discretion, determines that doing so is in CBH's best interests;
8. to discontinue negotiations with any applicant at any time prior to the execution of a provider agreement or consultant contract, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued to the applicant, and to enter into negotiations with any other applicant, if CBH, at its sole discretion, determines it is in the best interests of CBH to do so;
9. to rescind, at any time prior to the execution of a provider agreement or consultant contract, any notice of intent to develop a provider agreement or consultant contracted to an applicant, and to issue or not issue a notice of intent to develop a provider agreement or consultant contract to the same or a different applicant and enter into negotiations with that applicant, if CBH, at its sole discretion, determines it is in the best interests of CBH to do so;
10. to elect not to enter into any provider agreement or consultant contract with any applicant, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued and with or without the reissuing of this RFP, if CBH, at its sole discretion, determines that it is in CBH's best interests to do so;
11. to require any one or more applicants to make one or more presentations to CBH at CBH's offices or other locations as determined by CBH, at the applicant's sole cost and expense, addressing the applicant's application and its ability to achieve the objectives of this RFP;

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12. to conduct on-site investigations of the facilities of any one or more applicants (or the facilities where the applicant performs its services);
13. to inspect and otherwise investigate projects performed by the applicant, whether or not referenced in the application, with or without consent of or notice to the applicant;
14. to conduct such investigations concerning the financial, technical, and other qualifications of each applicant as CBH, at its sole discretion, deems necessary or appropriate;
15. to permit, at CBH's sole discretion, adjustments to any of the timelines associated with this RFP, including, but not limited to, extension of the period of internal review, extension of the date of provider agreement or consultant contract award and provider agreement or consultant contract execution, and extensions of deadlines for implementation of the proposed project; and
16. to do any preceding without notice to applicants or others, except such notice as CBH, at its sole discretion, elects to post on its website.

4.4.3. Miscellaneous

1. *Interpretation; Order of Precedence.* In the event of conflict, inconsistency, or variance between the terms of this Reservation of Rights and any term, condition, or provision contained in any RFP, the terms of this Reservation of Rights shall govern.
2. *Headings.* The headings used in this Reservation of Rights do not define, limit, describe, or amplify the provisions of this Reservation of Rights or the scope or intent of the provisions and are not part of this Reservation of Rights.

4.5. Confidentiality and Public Disclosure

The successful applicant shall treat all information obtained from CBH that is not generally available to the public as confidential and proprietary to CBH. The successful applicant shall exercise all reasonable precautions to prevent any information derived from such

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sources from being disclosed to any other person. The successful applicant agrees to indemnify and hold harmless CBH, its officials, and employees from and against all liability, demands, claims, suits, losses, damages, causes of action, fines, and judgments (including attorney's fees) resulting from any use or disclosure of such confidential and proprietary information by the successful applicant or any person acquiring such information, directly or indirectly, from the successful applicant.

By preparation of a response to this RFP, applicants acknowledge and agree that CBH, as a quasi-public corporation, is subject to state and local public disclosure laws and, as such, is legally obligated to disclose to the public documents, including applications, to the extent required hereunder. CBH's legal obligations shall not be limited or expanded by an applicant's assertion of confidentiality and proprietary data without limiting the preceding sentence.

4.6. Incurring Costs

CBH is not liable for any costs incurred by applicants for work performed in preparation of a response to this RFP.

4.7. Prime Contractor Responsibility

The selected contractor will be required to assume responsibility for all services described in their applications, whether or not they provide the services directly. CBH will consider the selected contractor the sole point of contact regarding contractual matters.

4.8. Disclosure of Proposal Contents

Application information will be confidential and will not be revealed or discussed with competitors. All material submitted during the RFP process becomes CBH's property and will only be returned at CBH's option. Applications submitted to CBH may be reviewed and evaluated by anyone other than competing applicants. CBH retains the right to use any/all ideas presented in any reply to this RFP. Selection or rejection of an application does not affect this right.

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4.9. Selection/Rejection Procedures

The applicant(s) whose submissions are selected by CBH will be notified in writing as to the selection, and their selection will also be posted on the CBH website. This letter will provide information on any issues within the application that will require further discussion or negotiation with CBH. This letter should not be considered as a letter of award. A formal letter of award will be forthcoming when the parties have reached a mutual agreement on all issues about the application. Applicants whose submissions are not selected will also be notified in writing by CBH.

4.10. Non-Discrimination

The successful applicant, as a condition of accepting and executing a contract with CBH through this RFP, agrees to comply with all relevant sections of the Civil Rights Act of 1964, the Pennsylvania Human Relations Act, Section 504 of the Federal Rehabilitation Act of 1973, and the Americans with Disabilities Act, hereby assuring that: “The contractor does not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, sexual orientation, handicap, or disability in providing services, programs, or employment or in its relationship with other contractors.”

4.11. Life of Proposals

CBH expects to select the successful applicants due to this RFP within approximately 90 days of the submission deadline. However, proposals that are submitted may be considered for selection up to 180 days following the submission deadline of this RFP. By submission of a proposal, respondents agree to hold the terms of their proposal open to CBH for up to 180 days following the submission deadline.