

Evaluation of Adult Crisis Services Expansion (Crisis 2.0)

Date of Issue:	May 3, 2023
Applications must be received no later than:	2:00 p.m. June 12, 2023
Submit all RFP-related questions to:	Hans Leach hans.leach@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) is issuing this Request for Proposals (RFP) to contract with a qualified, independent vendor specializing in program and system evaluation services. This RFP intends to solicit proposals from all interested vendors possessing expertise in program and system evaluation within the guidelines established in this RFP. The CBH Performance Evaluation unit will have oversight of the contract. It will monitor the scope of work with the support of a cross-divisional committee with content and technical expertise. The cross-divisional committee will share evaluation results with Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) leadership at appropriate junctures of the evaluation service period.

1.2. Project Background

This CBH RFP aims to solicit proposals from interested vendors with documented expertise in program and system evaluation, including extensive experience with claims-based and other administrative service data, measurement expertise, behavioral health content knowledge, and an established record of program evaluation in the behavioral health service industry. All the requirements are specified in the scope of work section (Section 2.2. Services to be Provided/Required Tasks of this RFP).

1.3. Request for Proposals

CBH anticipates selecting one vendor to provide all the services specified in this RFP. Initial contracting will involve the evaluation of the Expansion of the Community Mobile Crisis Response Team (CMCRT) described in Sections 2.1.2. and 2.2. as the second service component evaluation listed. All subsequent evaluations and related contracting are contingent upon funding.

1.4. 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 Applicant, 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.

2. SCOPE OF WORK

2.1. Project Details

The overall objective of this RFP is to identify a qualified vendor who can support DBHIDS in evaluating Crisis 2.0. The qualified vendor will evaluate each service component that makes up Crisis 2.0. These service components are as follows:

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1. Embedment of Crisis Navigators in 911 Radio Room (911 Dispatch)
2. Expansion of Community Mobile Crisis Response Team (CMCRT)
3. Establishment of the 5th Crisis Response Center (CRC)
4. Establishment of a Behavioral Health Urgent Care Center (BHUCC)
5. Establishment of Crisis Intervention and Stabilization Team (CIST)

Each of the above-listed service enhancement/procurement is to be evaluated individually. In addition to individual evaluations of each service component, the qualified vendor is expected to evaluate the overall crisis system to ensure immediate and appropriate response and access to treatment and resources for individuals supported by the Philadelphia crisis system. The stated systems goals for Crisis 2.0 are increased systemic trauma mitigation and decreased systemic trauma intensification, as articulated in the following goals:

- ➔ Reduce iatrogenic harm to individuals in crisis
- ➔ Increase the experience of safer crisis care

2.1.1. Timeline

Please see the [Timeline for Service Components of Crisis 2.0](#) for detailed timeline goals.

2.2. Services to be Provided/Required Tasks

More specifically, CBH is seeking a vendor to provide an evaluation plan that assesses each service component procured or modified through Crisis 2.0 as well as assesses the overall crisis system.

- ➔ Service component evaluations – the proposal will include how the vendor will evaluate each service component individually. **Please send requests for the below-referenced documents to hans.leach@phila.gov.**
 - » Embedment of Crisis Navigators in 911 Radio Room – proposal to include how the vendor will evaluate 1) the volume of Crisis Navigator patched in on 911 calls while the call taker remains on the line; 2) the volume of 911 calls transferred to the Crisis Navigator 3) impact of transferred calls on 911 call takers to disconnect and move to the next call 4) impact of transferred 911 calls on call pick-up time (i.e., between the first ring and initiation of conversation between the caller and call takers) – proposal to include how the vendor will evaluate how the embedment reflects the protocol document (“911 Script and Policy Memo 12.1.2021.pdf”)

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- » Community Mobile Crisis Response Team (CMCRT) expansion – proposal to include how the vendor will evaluate services described in the procurement document (“**DBHIDS Mobile Crisis RFP_final_06252021.docx**”)
 - » Crisis Response Center (CRC) establishment – proposal to include how the vendor will evaluate services described in the procurement document (“**CRC RFP 1-6-2022_Final.docx**”). As part of their analytic plan, the vendor may propose using aggregated measures reported by CRCs to CBH Program Evaluation Department (“**CBH-4th quarter CRC data collection.xlsx**”)
 - » Behavioral Health Urgent Care Center (BHUCC) establishment – proposal to include how the vendor will evaluate services described in the procurement document (“**BHUCC Reinvestment Plan 12-1-2021 FINAL.docx**”). Proposal to include process measures comparable to quantifiable measures reported by PATH Urgent Care Center for Children (“**PATH UCC Quarterly Process Evaluation Plan_PATH Urgent Care Center_Sep-Nov 2018. 1.9.19.xlsx**”)
 - » Crisis Intervention and Stabilization Team (CIST) establishment – proposal to include how the vendor will evaluate services described in the procurement document (“**DBHIDS Mobile Crisis RFP_final_06252021.docx**”)
- ➔ The overall system evaluation plan should include a proposal on how the vendor will evaluate Crisis 2.0 in the following areas:
- » Law enforcement involvement in a behavioral health crisis – proposal to specify data source(s) and how the vendor will measure law enforcement involvement in behavioral health crisis before Crisis 2.0 and change attributable to Crisis 2.0 overall or specific service component.
 - » Involuntary commitments – proposal to specify data source(s), how the vendor will measure contribution by law enforcement, and change attributable to Crisis 2.0.
 - » Acute care service utilization – proposal to specify data source(s), how the vendor will measure the contribution of involuntary commitments to acute care service utilization, and how the vendor will measure change attributable to Crisis 2.0.
 - » Crisis resolution in the community – proposal to specify data source(s) and how the vendor will measure crisis resolution in the community.
 - » Warm hand-offs to community-based programs – proposal to specify data source(s) and how the vendor will measure warm hand-offs.

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- » Satisfaction with crisis system at the individual, family, and community levels – proposal to specify data source(s), how the vendor will measure satisfaction, and how the vendor proposes to measure the change in satisfaction.
- ➔ The overall system evaluation plan should also include a proposal on how the vendor will evaluate Crisis 2.0 overarching goals articulated in Section 2.1 on Project Details. Vendors may elaborate on their proposal to evaluate the areas of law enforcement, involuntary commitments, acute service utilization, crisis resolution, warm hand-offs, and satisfaction. Vendors may propose systems measures considering more than one system area. As different service components cover different areas of the overall crisis system, the timing of a service component embedment/expansion/establishment may impact service or systems functioning measurements. A Gantt chart depicting the timing of each service component change is included for vendor use in proposal development (see attached “Timeline for Service Components of Crisis 2.0.pptx”).

2.3. Monitoring

The CBH Performance Evaluation unit will oversee the contract and monitor the scope of work. An individual from that unit will be identified as the point person for the work to be conducted under the contract developed through this RFP and will monitor those activities for the duration of the contract. The evaluator is expected to meet with the oversight unit and cross-divisional committee on an ongoing basis to share results and vet interpretation, raise any concerns regarding unexpected results, and suggest methods for an in-depth investigation into services and intersections with other departments.

2.4. Reporting Requirements

Written progress reports will be required on a mutually agreed upon periodic basis to document the progress of the work to be performed but will be no less frequent than quarterly. In addition, CBH may request additional reports over the course of the contract.

2.5. Compensation/Reimbursement

A cost proposal must be provided based on your understanding of the project’s scope and the services to be delivered. This should be presented as the total cost, itemized by each phase of the project (i.e., expected project deliverables detailed in Section 2.2.), and furthered by a detailed list of charges for services, including hourly personnel rates for all staff assigned to this project, subcontractor fees, reimbursable expenses, and other miscellaneous costs and fees. Services for the proposed project will be reimbursed as they are incurred through submitting invoices to CBH.

While CBH may award a contract based on the initial offer, an Applicant should make its offer on the most favorable terms. CBH reserves the right to discuss with potential consultants falling within a competitive range, request revised pricing offers from them, and make an award or conduct negotiations afterward.

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2.6. Organization and Personnel Requirements

CBH is seeking a vendor with the requisite skills and abilities to perform the work being sought through this RFP. The selected vendor must have at least ten years of experience evaluating programs and systems. Applicants should include any credentials from any certifying organization that attest to the organization's capabilities or any individuals employed by the organization working on the proposed project.

2.7. Technology Capabilities

Applicants must have the technology capabilities required to perform the proposed activities in this RFP.

3. PROPOSAL FORMAT, CONTENT, AND SUBMISSION REQUIREMENTS; SELECTION PROCESS

3.1. Required Proposal Format

3.1.1. Format Structure

3.1.1.1. Proposal Cover Sheet

The cover sheet (see Attachment A) should be completed with the Applicant's information and included as the first page of the proposal.

3.1.1.2. Table of Contents

A table of contents should be included as the second page of the proposal with each section included and with a page number for the first page of each section.

3.1.1.3. Format Requirements

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 font size 12, using Times New Roman font, single-spaced on 8.5" by 11" sheets of paper with minimum margins of 1". For each section where it is required, the Applicant must fully answer all of 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's being considered non-responsive. Each attachment, appendix, or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to 25 single-spaced pages. This page limit includes sections 3.1.2.1.-3.1.2.5. below. There are no limitations for the cost proposal and operation documentation

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requirements in sections 3.1.2.6. and 3.1.2.7. 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 25 single-spaced pages may have their proposals considered non-responsive and be disqualified.

3.1.2. Proposal Content

The proposal should follow the format below. Information should be complete and demonstrate that the vendor can perform the required work professionally.

3.1.2.1. Applicant Profile/Statement of Qualification/Relevant Experience

Provide company contact information, including how long you have been in business and your specific services. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and company organizational structure. Organizational charts may be used to support appropriate aspects of this narrative and included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include examples of similar work in governmental, non-profit, or human services-related organizations. Include evidence of satisfactory and timely completion of similar work for past projects.

3.1.2.2. Project Understanding and Proposed Scope of Work

Prepare a brief introduction, including a general demonstration of understanding the required work's scope and complexity. Describe how the proposed services will be provided. Please include a description of each item identified in the scope of work section (Section 2.2.) and describe creative solutions and alternative approaches where feasible. Please describe how you would prefer work to be developed, shared, mutually agreed upon, and assessed by CBH.

3.1.2.3. Personnel

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled-owned businesses.

3.1.2.4. References

Please include references with contact information from at least three organizations that have used your organization's services in the past three years and have been customers for at least 12 months.

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3.1.2.5. Project Plan and Timeline

Describe the project plan and timeline for providing program and system evaluation services being sought through this RFP. Please note that the desired training timeframes are discussed in Section 2.2. Services to be Provided/Required Tasks.

3.1.2.6. Cost Proposal

Please provide a cost proposal based on an understanding the project's scope and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected project deliverables detailed in Section 2.2. This cost proposal should also include the provision of a detailed list of charges for services. The list of services should include, but not be limited to:

1. Hourly personnel rates for all staff assigned to this project
2. Fees for subcontractors
3. Reimbursable rates for expenses such as printing, copies, etc.
4. Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to discuss with those Applicant(s) falling within a competitive range, request revised pricing offers, make an award, or conduct negotiations afterward.

3.1.2.7. Operational Documentation and Requirements

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

- Attachment A: [CBH Administrative RFP Response Cover Sheet](#)
- Attachment B: [City of Philadelphia Tax and Regulatory Status and Clearance Statement](#)
- Attachment C: [City of Philadelphia Disclosure Forms](#)
- Attachment D: [City of Philadelphia Disclosure of Litigation Form](#)
- Attachment E: [CBH Administrative Procurement Terms and Conditions/Acknowledgement Form](#)
- Attachment F: [Attestation of Qualifications](#)

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Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- ➔ Tax Identification Number
- ➔ Letter attesting that all required federal, state, and local taxes (including payroll taxes) for the past 12 months have been paid
- ➔ In the case of for-profit organizations, groups, or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more
- ➔ MBE/WBE/DSBE Status – For-profit Applicants

3.2. Selection Process

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

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

Specific scoring criteria upon which the review will be based include:

3.2.1. 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 include the timely submission of a complete application with all sections outlined in 3.1.2.7. completed. Threshold requirements include having the requisite experience and qualifications to implement the program and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant's financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected if, in CBH's judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or 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 or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

CBH reserves the right to conduct investigations concerning financial, technical, and other qualifications and references without notice to the Applicant.

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Threshold requirements include timely submission of a complete application with all sections outlined in Section 2., “Scope of Work,” and Section 4., “Proposal Format, Content, and Submission Requirements; Selection Process,” completed.

Requirements include:

- ➔ Agency/institution with a minimum of 10 years of experience in providing evaluation services to city government
- ➔ Evaluator/Research staff that have a record of peer-review publications based on results from program and system evaluation work
- ➔ Analytic staff that has experience working with Medicaid claims and other administrative data
- ➔ Administrative staff to address administrative processes such as coordination of effort within the agency, coordination of meetings with CBH and City staff responsible for different service components to be evaluated, delivery of outputs or evaluation products to CBH, and detailed time-keeping/book-keeping of staff’s effort on the evaluation project
- ➔ Agency/institution with information technology infrastructure to securely transfer, safely store, and manage data received from CBH and the City

Please see [Attachment F: Attestation of Qualifications](#), which reflects the above-mentioned minimum qualifications.

3.2.2. Scoring by Review Committee

Applicants not meeting all the threshold requirements may have their proposals disqualified. For Applicants meeting the threshold requirements, the scoring criteria for this RFP upon which the review will be based are as follows:

- ➔ Demonstrated qualifications and relevant experience (**25 pts.**) – Describe the experience of your organization with similar size and complexity evaluation projects and working with Medicaid claims data or administrative service data, behavioral health service research and evaluation, and the extent to which these efforts have informed program development/revisions.
- ➔ Demonstrated understanding of the crisis system as indicated by a detailed plan to evaluate each of the five service components described in the scope of work section and the crisis system overall (**40 pts – five points each for the five service components totaling 25 points plus 15 points for overall crisis system**) – Propose suitable measurements for each service component being evaluated, specifying data sources and defining numerator and denominator for each measurement. To evaluate the overall crisis system, propose suitable measurements for each area of interest, specifying data sources and defining the numerator and denominator for each

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measurement. For overall crisis system evaluation, the evaluator should consider the impact of each service component on another, including the timing of change of each service component.

- ➔ **Appropriateness of evaluation approach and methodology of proposed evaluation plan and timetable (25 pts.)** – Describe a feasible and rigorous evaluation approach for effectively assessing each component’s impact on the overall crisis system. If the vendor proposes to collect data, the proposal should include data collection tool(s) and sampling methodology. Proposal to specify the timing of evaluation outputs specific to each service component. The approach should account for the start-up or implementation period, the timing of funding (reinvestment or fee-for-service), and the provision of unexpected results to CBH.
- ➔ **Detailed budget and staff time allocation (10 pts.)** – Provide a narrative justification for the items included in your proposed budget and a description of existing resources and other support you expect to receive for the proposed project. Additional support is funds or resources, whether federal, non-federal, or institutional, directly supporting activities through fellowships, gifts, prizes, in-kind contributions, or non-federal means. Provide a complete list of staff positions for the project, including key personnel (Project Director, Program Manager, Analyst/Evaluator/Researcher) and other significant personnel. Describe each personnel’s role, level of effort, and qualifications, including their experience conducting program and system evaluation.

3.2.3. MBE-/WBE-/DSBE-owned and Local Businesses

Special consideration will be given to the following:

- ➔ Businesses owned and controlled by minorities, women, and disabled persons
- ➔ Philadelphia-based Applicants

4. PROPOSAL ADMINISTRATION

4.1. Procurement Schedule

The anticipated procurement schedule is as follows:

<i>RFP Event</i>	<i>Deadline Date</i>
RFP Issuance	May 3, 2023
<u>Bidder’s Conference</u>	May 10, 2023

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<i>RFP Event</i>	<i>Deadline Date</i>
Submission of Questions to CBH	May 17, 2023
Posting of Answers to Questions on CBH website	May 31, 2023
Application Submission Deadline	2:00 PM EDT June 12, 2023
Applicant Identified for Contract Negotiations	July 26, 2023

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

This RFP was issued on May 3, 2023. To be considered for selection, all applications must be delivered to the e-mail address below **no later than 2:00 PM on June 12, 2023**.

- ➔ Application e-mails should be titled “Crisis 2.0 Evaluation RFP.” Applications submitted other than submission to the e-mail below will not be accepted.
- ➔ Applicants must submit an electronic version of the application prepared as a PDF document – please e-mail hans.leach@phila.gov.
- ➔ Applications submitted after the deadline date and time will be returned.
- ➔ The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application (See Attachment A).

4.2. Bidder’s Conference and Questions Relating to the RFP

The Bidder’s Conference will be held virtually as a webinar on May 10, 2023, at 10:00 AM EDT. Follow the link to register.

All questions concerning this RFP must be submitted in writing to Hans Leach at hans.leach@phila.gov by May 17, 2023. 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 website by May 31, 2023. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, at its discretion, to revise responses to questions after posting by posting the modified reply. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered a commitment by CBH. *Contact regarding this RFP with CBH or related*

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staff other than the individual named above is not permitted, and failure to comply with this restriction could result in disqualification.

4.3. 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.