

**SANTA FE COUNTY
COMMUNITY SERVICES DEPARTMENT**

REQUEST FOR PROPOSALS



**MOBILE CRISIS RESPONSE TEAM
FOR
ADULTS AND ADOLESCENTS**

RFP #2015-0058-CSD/MM

AUGUST 2014

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I. ADVERTISEMENT

**SANTA FE COUNTY
REQUEST FOR PROPOSALS
MOBILE CRISIS RESPONSE FOR
ADULTS AND ADOLESCENTS
RFP #2015-0058-CSD/MM**

Santa Fe County requests proposals from qualified agencies to provide *Professional Services for a Mobile Crisis Response Team*. All proposals submitted shall be valid for ninety (90) days subject to action by the County. Santa Fe County reserves the right to reject any and all proposals in part or in whole. A completed proposal shall be submitted in a sealed container indicating the proposal title and number along with the Offeror's name and address clearly marked on the outside of the container. All proposals must be received by **10:00 AM (MDT) on Wednesday, September 24, 2014**, at the Santa Fe County Purchasing Division (Second Floor), 142 W. Palace, Santa Fe, New Mexico 87502. By submitting a proposal for the requested services each Offeror is certifying that it is a qualified firm and its proposal complies with regulations and requirements stated within the Request for Proposals.

A **Pre-Proposal Conference** will be held on **Thursday, September 4, 2014 at 1:00 PM (MDT)** at the Santa Fe County Community Services Department located at 2052 Galisteo Street, Santa Fe, New Mexico 87501. Attendance at the Pre-Proposal Conference is not mandatory but is strongly recommended.

EQUAL EMPLOYMENT OPPORTUNITY: All qualified Offerors will receive consideration of contract(s) without regard to race, color, religion, sex or national origin, ancestry, age, physical and mental handicap, serious medical condition, disability, spousal affiliation, sexual orientation or gender identity.

Request for proposals will be available by contacting Maricela Martinez, Procurement Specialist, 142 W. Palace Avenue (Second Floor), Santa Fe, New Mexico 87501, by telephone at (505) 992-9864 or by email at mcmartinez@santafecountynm.gov or on our website at: www.santafecountynm.gov/services/currentsolicitations

PROPOSALS RECEIVED AFTER THE DATE AND TIME SPECIFIED ABOVE WILL NOT BE CONSIDERED AND WILL BE REJECTED BY SANTA FE COUNTY.

Santa Fe County
Published: August 24 & 26, 2014

II. INTRODUCTION

A. PURPOSE OF THIS REQUEST FOR PROPOSALS

Santa Fe County is seeking a qualified behavioral health provider to enter into a contract for the development of a Mobile Crisis Response Team to provide emergency behavioral health services for adults and adolescents in Santa Fe County. These services must be linked to a 24/7 countywide toll free hotline.

“Emergency mental health and substance abuse services”, “crisis services”, or crisis intervention services” in this RFP shall mean a coordinated system of services which provides immediate response to assist a person experiencing a behavioral health crisis with assessment, stabilization and linkage to an appropriate level of follow up service.

B. BACKGROUND

Historically, individuals who experienced acute psychiatric or substance abuse symptoms, such as significant disturbance in thought, mood, behavior, or social relations that required immediate attention were often evaluated and managed in a general hospital emergency department. However, an emphasis on delivering the most appropriate care in the appropriate setting has led to greater care provided in the community. This situation has led to the development of various models for alternative community-based crisis stabilization services. The primary goal of these services is to address the immediate acute conditions of distress and link individuals to the most appropriate course of treatment or level of care.

National and local statistics attest to the significant need for crisis services. In 2010, 2.2 million hospitalizations and 5.3 million emergency department visits involved a diagnosis related to a mental health condition. In any given year, approximately one-fourth of adult Americans will have a mental disorder and about 5 percent of children aged 4-17 years have serious emotional distress.

Data contained in the Santa Fe County 2013: A Community Health Profile found that the poverty rates increased in Santa Fe County, especially for children and working age adults. One quarter of children live in poverty; three-quarters of non-citizen lack health insurance; approximately 2,500 adults have a serious mental illness; drug overdose deaths are increasing from a rate of 20 deaths per 100,000 in 1999 to 32 deaths per 100,000 in 2011, and represents the largest cause of unintentional injury death in Santa Fe County. Additionally, there are estimated 1,500 homeless individuals who have some form of mental illness. Immigrants make up 14 percent of the County’s population and more than three-quarters lack health insurance. One in five Santa Fe County residents is currently uninsured.

Data from the existing Crisis Response Hotline for the first three quarters of Fiscal Year 2011 include:

- A total of 2,064 calls, of which 36% were from Hispanics, 3% were Native Americans and 58% were White; 70% were from women
- 88% of calls came during the 9am-3pm time frame; 34% were age 31-45
- Presenting problem/concern: 42% mental health; 6% substance abuse; 8% suicidal ideation; 26% other.

Data from the Regional 911 dispatch for Fiscal 2014 indicated that out of 226,368 calls resulting in dispatched assistance, 726 were coded as psychiatric.

The most recent studies from the Substance Abuse and Mental health services Administration (SAMHSA) suggests that “mobile crisis services are effective at diverting people in crisis from psychiatric hospitalization, effective at linking suicidal individuals discharged from the emergency department to services; and better than hospitalization at linking people in crisis to outpatient services”

C. SCOPE OF WORK

The Mobile Crisis Response Team will target adults and adolescents throughout Santa Fe County who are experiencing a behavioral health crisis.

The Contractor shall:

- A. Deliver immediate relief of distress in crisis situation and/or timely and accessible aid to people in crisis. Provides immediate stability to persons and assist them to return to their pre-crisis level of functioning;
- B. Link to a 24/7 countywide toll free hotline that provides general information, screening, referral and consultation to members of the community who call the 24 hours a day, 7 days a week telephone line.
- C. Provide adults and adolescents crisis services to include assessment, intervention and stabilization over the telephone, in person and face-to-face.
- D. Assist clients with increasing and maintaining their community tenure; and their ability to recognize and deal with situations that may otherwise result in crises. Provide awareness to increase or improve their network of community and natural supports, as well as their use of these supports for crisis prevention.

- E. Provide a referral to or arrange for any additional mental health or substance abuse services which may be needed. Provide follow up services with other community programs for ongoing services.
- F. Collaborate and communicate with all law enforcement, 911 dispatch, courts, Office of the Public Defender, behavioral health staff, hospitals and other community agencies. Provide training and coordination with law enforcement, first responders and 911 dispatches.
- G. Provide community awareness of Mobile Crisis service.
- H. Provide experienced, qualified and trained staff that will meet the New Mexico Interagency Behavioral Health Service Requirements and Utilization Guidelines. (HCPCS H2011 Appendix B)
- I. Services developed shall be in accordance with the U.S. Department of Health and Human Services “Practice Guidelines: Core Elements in responding to Mental Health Crisis” (Appendix A), New Mexico Interagency Behavioral Health Service Requirements and Utilization Guidelines” (Appendix B), and “Santa Fe County Resolution No. 2014-47” (Appendix C).

D. FUNDING

Available funding is limited to expenses related to serving those clients who qualify for Santa Fe County Health Care Assistance Program, for which eligibility is based on financial status as required by the Santa Fe County Resolution No. 2014-47. In addition, this funding may be used for training of law enforcement, 911 staff and/or first responders. The total funding available will not exceed \$350,000 inclusive of tax for this program.

E. QUALIFICATIONS

Qualified Offerors must be a Community Mental Health Center licensed by the New Mexico Department of Health. Applicants must be Children, Youth and Family (CYFD) certified to provide services to children and youth. Santa Fe County will have sole discretion in determining applicant eligibility. Applicants must be in good standing with the State of New Mexico. Applicants must comply with Crisis Intervention Services HCPCS H2011.

F. PROCUREMENT MANAGER

The County has designated a Procurement Manager who is responsible for the conduct of this procurement whose name, address and telephone number is listed below. All deliveries via express carrier should be addressed as follows:

Maricela Martinez
Santa Fe County Purchasing Division
142 W. Palace Avenue, Second Floor
Santa Fe, NM 87501
(505) 992-9864
Email: mcmartinez@santafeacountynm.gov

Any inquiries or requests regarding this procurement should be submitted to the Procurement Manager in writing. Offerors may contact ONLY the Procurement Manager regarding the procurement. Other County employees do not have the authority to respond on behalf of the County.

G. DEFINITION OF TERMINOLOGY

This section contains definitions and abbreviations that are used throughout this procurement document.

"BCC" means the elected Board of County Commissioners whom all powers of the municipality are vested and who are responsible for the proper and efficient administration of the municipal government.

"Close of Business" means 5:00 PM Mountain Standard or Mountain Daylight Time, whichever is in effect on the date given.

"Contract" or "Agreement" means a written agreement for the procurement of items of tangible personal property or services.

"Contractor" means a successful offeror who enters into a binding contract.

"County" means Santa Fe County.

"Determination" means the written documentation of a decision by the Procurement Manager including findings of fact supporting a decision. A determination becomes part of the procurement file.

"Desirable" The terms "may", "can", "should", "preferably", or "prefers" identify a desirable or discretionary item or factor (as opposed to "mandatory").

"Evaluation Committee" means a body appointed by the County management to perform the evaluation of offeror proposals.

"Finalist" is defined as an offeror who meets all the mandatory specifications of this Request for Proposals and whose score on evaluation factors is sufficiently high to merit further consideration by the Evaluation Committee.

"Mandatory" The terms "must", "shall", "will", "is required", or "are required", identify a mandatory item or factor (as opposed to "desirable"). Failure to meet a mandatory item or factor will result in the rejection of the offeror's proposal.

"Offeror" is any person, corporation, or partnership who chooses to submit a proposal.

"Procurement Manager" means the person or designee authorized by the County to manage or administer a procurement requiring the evaluation of competitive sealed proposals.

"Purchasing Division" means the Santa Fe County Purchasing Division, Administrative Services Department.

"Request for Proposals" or "RFP" means all documents, including those attached or incorporated by reference, used for soliciting proposals.

"Responsible Offeror" means an offeror who submits a responsive proposal and who has furnished, when required, information and data to prove that his financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the proposal.

"Responsive Offer" or "Responsive Proposal" means an offer or proposal which conforms in all material respects to the requirements set forth in the request for proposals. Material respects of a request for proposals include, but are not limited to, price, quality, quantity or delivery requirements.

III. CONDITIONS GOVERNING THE PROCUREMENT

This section of the RFP contains the schedule for the procurement, describes the major procurement events and the conditions governing the procurement.

A. SEQUENCE OF EVENTS

The Procurement Manager will make every effort to adhere to the following schedule:

<u>Action</u>	<u>Responsibility</u>	<u>Date</u>
1. Issue of RFP	Purchasing Division	<u>August 24/26, 2014</u>
2. Pre-Proposal Conference (Mandatory)	County/Offerors	<u>September 4, 2014</u>
3. Acknowledgement Form Due	Offerors	<u>September 4, 2014</u>
4. Deadline to Submit Additional Questions	Offerors	<u>September 10, 2014</u>
5. Response to Written Questions	Purchasing Division	<u>September 12, 2014</u>
6. Submission of Proposal	Offerors	<u>September 24, 2014</u>
7. Proposal Evaluation	Evaluation Committee	<u>September 25, 2014</u> Thru <u>October 2, 2014</u>
8. Selection of Finalists (If Applicable)	Evaluation Committee	<u>October 2, 2014</u>
9. Best and Final Offers	Offeror	<u>October 2014</u>
10. Oral Presentations (If Applicable)	Evaluation Committee Offeror	<u>October 2014</u>
11. Finalize Contract	Purchasing Division	<u>October 2014</u>
12. Contract Award	Purchasing Division	<u>October 2014</u>

Note: If the Evaluation Committee makes a selection at the Selection of Finalists, events 9-10 will not occur.

B. EXPLANATION OF EVENTS

The following paragraphs describe the activities listed in the sequence of events shown in Section III, Paragraph A.

1. Issue RFP

This RFP is being issued by the Santa Fe Community Services Department and the Purchasing Division

2. Pre-Proposal Conference

A Pre-Proposal Conference is scheduled to occur on the date indicated in the "Sequence of Events" at Section III.A. Questions may be submitted at the Pre-Proposal Conference and after up until the deadline indicated in the "Sequence of Events" at Section III.A. A public log will be kept of the names of potential Offerors that attended the Pre-Proposal Conference. Attendance at the Pre-Proposal Conference is not mandatory.

3. Acknowledgement of Receipt Form

A potential Offeror should hand-deliver, return by facsimile or e-mail the "Acknowledgement of Receipt Form" provided as Appendix D to have its name and firm placed on the procurement distribution list. The form should be signed by an authorized representative of the organization, dated and returned by close of business on the date indicated in the "Sequence of Events" at Section III.A.

The procurement distribution list will be used for the distribution of written responses to questions and any RFP addenda.

4. Deadline to Submit Additional Written Questions

Potential Offerors may submit written questions regarding this RFP until the close of business on the date indicated in the "Sequence of Events" at Section III.A. All written questions must be addressed to the Procurement Manager, listed in Section II, Paragraph E. and sent via facsimile or e-mail. **Any contact with any other County staff member other than the Procurement Manager named in this solicitation may be grounds for rejection of a proposal.**

5. Response to Written Questions

Written responses to written questions and any RFP addenda will be distributed on the date indicated in the "Sequence of Events" at Section III.A, to all potential Offerors whose names appear on the procurement distribution list.

6. Submission of Proposal

ALL OFFEROR PROPOSALS MUST BE RECEIVED FOR REVIEW AND EVALUATION BY THE PROCUREMENT MANAGER OR DESIGNEE NO LATER THAN **10:00 AM (MDT) ON SEPTEMBER 24, 2014**. Proposals received after this deadline will not be accepted. The date and time of receipt will be recorded on each proposal. Proposals must be addressed and delivered to the Procurement Manager at the address listed in Section II, D. Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the County's Request for Proposals #2015-0058-CSD/MM and refer to the RFP number. Proposals submitted by facsimile or other electronic means will not be accepted.

Proposals must be delivered to:

Maricela Martinez, Senior Procurement Specialist
 Santa Fe County Purchasing Division
 142 W. Palace Avenue (Second Floor)
 Santa Fe, New Mexico 87501

A public log will be kept of the names of all offeror organizations that submitted proposals. Pursuant to Section 13-1-116 NMSA 1978, the contents of any proposal shall not be disclosed to competing offerors prior to contract award.

7. Proposal Evaluation

The evaluation of proposals will be performed by an Evaluation Committee appointed by County Management. This process will take place during the timeframe indicated in the "Sequence of Events" at III.A, above. During this time, the Procurement Manager may initiate discussions with offerors who submit responsive or potentially responsive proposals for the purpose of clarifying aspects of the proposals, but proposals may be accepted and evaluated without such discussion. Discussions SHALL NOT be initiated by the offerors.

8. Selection of Finalists (If Applicable)

The Evaluation Committee may select and the Procurement Manager may notify the finalist offerors on the date indicated in the "Sequence of Events" at Section III.A, above. Only finalists will be invited to participate in the subsequent steps of the procurement if the finalist process is used.

9. Best and Final Offers from Finalists (If Applicable)

Finalist offerors may be asked to submit revisions to their proposals for the purpose of obtaining best and final offers by the date indicated in the "Sequence of Events" at Section III.A, above.

10. Oral Presentations (If Applicable)

Finalist offerors may be required to present their proposals to the Evaluation Committee. The Procurement Manager will schedule the time for each offeror's presentation. All offeror presentations will be held by the date indicated in the "Sequence of Events" at Section IIIA, above.

11. Finalize Contract

The contract will be finalized with the most advantageous offeror during the timeframe indicated in the "Sequence of Events" at Section III.A, above. In the event that mutually agreeable terms cannot be reached within the time specified, the County reserves the right to finalize a contract with the next most advantageous offeror without undertaking a new procurement process.

12. Contract Award

The County anticipates awarding the contract on the date in the "Sequence of Events" in Section III.A, above. These dates are subject to change at the discretion of the Santa Fe County Purchasing Manager.

The contract shall be awarded to the offeror or offerors whose proposal is most advantageous, taking into consideration the evaluation factors set forth in the RFP. The most advantageous proposal may or may not have received the most points.

13. Right to Protest

Any protest by an Offeror must be timely and in conformance with NMSA 1978, Section 13-1-172 and applicable procurement regulations. Protests must be written and must include the name and address of the protestor and the request for proposals number. It must also contain a statement of grounds for protest including appropriate supporting exhibits. The protests must be delivered to the Santa Fe County Purchasing Division:

Santa Fe County
Attn: Procurement Office
P.O. Box 276
Santa Fe, New Mexico 87504

Protests will not be accepted by facsimile or other electronic means. Protests received after the deadline will not be accepted.

C. GENERAL REQUIREMENTS

This procurement will be conducted in accordance with Chapter 13, NMSA 1978, NMAC 1.4.1, and Santa Fe County Procurement Regulations.

1. Acceptance of Conditions Governing the Procurement

Offerors must indicate their acceptance of the Conditions Governing the Procurement section in the Letter of Transmittal. Submission of a proposal constitutes acceptance of the Evaluation Factors contained in Section VI of this RFP.

2. Incurring Cost

Any cost incurred by the offeror in preparation, transmittal, presentation of any proposal or material submitted in response to this RFP shall be borne solely by the offeror.

3. Prime Contractor Responsibility

Prime contractor is solely responsible for fulfillment of the contract with the County. The County will make contract payments to only the prime contractor.

4. Subcontractors

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. The contractor shall be wholly responsible for the entire performance whether or not subcontractors are used.

5. Amended Proposals

An Offeror may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. County personnel will not merge, collate, or assemble proposal materials.

6. Offerors' Right to Withdraw Proposal

Offerors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The Offeror must submit a written withdrawal request signed by the Offeror's duly authorized representative addressed to the Procurement Manager. The approval or denial of withdrawal requests received after the deadline for receipt of the proposals is governed by the applicable procurement regulations.

7. Proposal Offer Firm

Responses to this RFP, including proposal prices, will be considered firm for ninety (90) days after the due date for receipt of proposals or ninety (90) days after receipt of a best and final offer if one is submitted.

8. Disclosure of Proposal Contents

Proposals are not open to public inspection until after an Offeror(s) has been selected for award of a contract.

An Offeror may request non-disclosure of confidential information in its proposal. Proprietary or confidential data shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal. Confidential data is normally restricted to confidential financial information concerning the Offeror's organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, 57-3A-1 to 57-3A-7, NMSA 1978. The price of products offered or the cost of services proposed shall not be designated as proprietary or confidential information.

If a request is received for disclosure of information for which an Offeror has made a written request for confidentiality, the Procurement Manger shall examine the Offeror's request and make a written determination that specifies which portions of the proposal should be disclosed. Unless the Offeror takes legal action to prevent the disclosure, the proposal will be so disclosed. The proposal shall be open to public inspection subject to any statutory prohibition on the disclosure of confidential data.

9. No Obligation

This procurement in no manner obligates Santa Fe County or any of its departments to the use of any proposed professional services until a valid written contract is awarded and approved by the appropriate authorities.

10. Termination

This RFP may be cancelled at any time and any and all proposals may be rejected in whole or in part when the County determines such action to be in the best interest of the County.

11. Sufficient Appropriation

Any contract awarded as a result of this RFP process may be terminated if sufficient appropriations or authorizations do not exist. Such termination will be effected by sending written notice to the contractor. The County's decision as to whether sufficient appropriations and authorizations are available will be accepted by the contractor as final.

12. Legal Review

The County requires that all Offerors agree to be bound by the General Requirements contained in this RFP. Any Offeror concerns must be promptly brought to the attention of the Procurement Manager.

13. Governing Law

This procurement and any agreement with Offerors that may result shall be governed by the laws of the State of New Mexico.

14. Basis for Proposal

Only information supplied by the County in writing through the Procurement Manager or in this RFP should be used as the basis for the preparation of Offeror proposals.

15. Contract Terms and Conditions

The contract between the County and the Contractor will follow the format specified by the County and contain the terms and conditions set forth in Appendix G.

16. Contract Deviations

Any additional terms and conditions, which may be the subject of negotiation, will be discussed only between the County and the selected Offeror and shall not be deemed an opportunity to amend the Offeror's proposal.

17. Offeror Qualifications

The Evaluation Committee reserves the right to waive minor technical irregularities. This right is at the sole discretion of the Evaluation Committee, subject to Procurement Manager approval.

18. Right to Waive Minor Irregularities

The Evaluation Committee reserves the right to waive minor irregularities. The Evaluation Committee also reserves the right to waive mandatory requirements provided that all of the otherwise responsive proposals failed to meet the mandatory requirements and/or doing so does not otherwise materially affect the procurement. This right is at the sole discretion of the Evaluation Committee.

19. Change in Contractor Representatives

The County reserves the right to require a change in contractor representatives if the assigned representatives are not, in the opinion of the County, meeting its needs

adequately. Any change in contractor representative must receive prior County approval.

20. Notice

The Procurement Code, Sections 13-1-28 through 13-1-199, NMSA 1978, imposes civil and misdemeanor criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kick-backs.

21. County Rights

The County reserves the right to accept all or a portion of an Offeror's proposal.

22. Right to Publish

Throughout the duration of this procurement process and contract term, potential Offerors and contractors must secure from the County written approval prior to the release of any information that pertains to the potential work or activities covered by this procurement or the subsequent contract. Failure to adhere to this requirement may result in disqualification of the Offeror's proposal or termination of the contract.

23. Ownership of Proposals

All documents submitted in response to this Request for Proposals shall become the property of the County. However, any technical or user documentation submitted with the proposals of non-selected Offerors shall be returned after the expiration of the protest period.

25. Electronic Mail Address Required

A large part of the communication regarding this procurement will be conducted by electronic mail (e-mail). It is recommended that Offeror should have a valid e-mail address to receive this correspondence.

25. Preferences in Procurement by Santa Fe County

A. ***New Mexico In-state Preference.***

New Mexico law, Section 13-1-21 NMSA 1978, provides a preference in the award of a public works contract for an “**in-state resident business**”. Application of a resident business preference for any Offeror requires the Offeror to provide a copy of a valid and current certificate as a resident business. Certificates are issued by the state taxation and revenue department.

If an Offeror submits with its proposal a copy of a valid and current in-state resident business certificate, 5% of the total weight of all evaluation factors

used in the evaluation of proposals may be awarded or added to the Offerors score.

Certification by the department of taxation and revenue for the resident contractor takes into consideration such activities as the business or contractor's payment of property taxes or rent in the state and payment of unemployment insurance on employees who are residents of the state.

B. *New Mexico Resident Veteran Preference.*

New Mexico law, Section 13-1-22 NMSA 1978, provides a preference in the award of a public works contract for a "**resident veteran business**". Certification by the department of taxation and revenue for the resident veteran business requires the Offeror to provide evidence of annual revenue and other evidence of veteran status.

An Offeror who wants the veteran contractor preference to be applied to its proposal is required to submit with its proposal the certification from the NM Department of Taxation and Revenue and the sworn affidavit attached hereto as Appendix G.

If an Offeror submits with its proposal a copy of a valid and current veteran resident business certificate, 10%, 8% or 7% of the total weight of all the evaluation factors used in the evaluation of proposals may be awarded or added to the Offeror's score, depending on the business' annual revenue.

The resident business preference is not cumulative with the resident veteran business preference.

AND

C. *Santa Fe County Preference*

Santa Fe County Ordinance 2012-4 provides for a **County preference** for a "Santa Fe County business." Application of the County preference in procurement requires an Offeror to obtain and provide a Santa Fe County Business Certificate issued by the Santa Fe County Procurement Manager. Certification by the Procurement Manager takes into consideration the business' corporate standing in the state, business licensure or registration, the duration of the business' primary office location and the payment of taxes.

If an Offeror submits with its proposal a copy of its Santa Fe County Business Certificate issued by the Purchasing Manager, 5% of the total weight of all the evaluation factors used in the evaluation of proposals may be awarded to the Offerors score.

The in-state, veteran or County preferences do not apply to procurement of services or goods involving federal funds or federal grant funds.

26. Double-Sided Documents

All submitted bids/proposal documents shall be double-sided, pursuant to Santa Fe County Resolution 2013-7, Adopting Sustainable Resource Management Principles, Section 2. A. Waste Reduction and Reuse...”all documents are to be double-sided, including those that are generated by outside entities using County funds and by consultants and contractors doing business with the County”.

27. Living Wage

Contractor shall comply with the requirements of Santa Fe County Ordinance 2014-1 (Establishing a Living Wage).

IV. RESPONSE FORMAT AND ORGANIZATION

A. NUMBER OF RESPONSES

Offerors shall submit only one response to this RFP.

B. NUMBER OF COPIES

Offerors shall deliver one (1) original and five (5) identical copies of its proposal to the location specified in Section II, Paragraph D on or before the closing date and time for receipt of proposals. All Offeror's proposals, original and copies of proposals must be delivered to Purchasing in a sealed package. The sealed submittal must include the Offeror's name, address and the RFP number.

C. PROPOSAL FORMAT

All proposals shall be limited to twenty (20) pages, with exception to professional licenses and certifications, which shall be added as appendices. The document shall be typewritten on standard 8 1/2 x 11 paper, with a font **no smaller than 12 pt. pitch**, with nominal 1" margins and normal line spacing. Proposals shall be bound with tabs delineating each section and shall be double-sided.

1. Proposal Organization

The proposal must be organized and indexed in the following format and must contain, as a minimum, all listed items in the sequence indicated.

- a) Letter of Transmittal
- b) Table of Contents
- c) Proposal Summary (optional)
- d) Response to Scope of work
- e) Response to County Terms and Conditions
- f) Campaign Contribution Disclosure Statement
- g) Copies of required academic degrees, licenses and letters of support

Within each section of their proposal, offerors should address the items in the order in which they appear in this RFP. All forms provided in the RFP must be thoroughly completed and included in the appropriate section of the proposal.

Any proposal that does not adhere to these requirements may be deemed *non-responsive* and rejected on that basis.

The proposal summary may be included by offerors to provide the Evaluation Committee with an overview of the technical and business features of the proposal; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the offeror's proposal.

Offerors may attach other materials that they feel may improve the quality of their responses. However, these materials should be included as items in a separate appendix.

2. Letter of Transmittal

Each proposal must be accompanied by a letter of transmittal. The letter of transmittal MUST:

- a) Identify the submitting organization;
- b) Identify the name and title of the person authorized by the organization to contractually obligate the organization;
- c) Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization;
- d) Identify the names, titles and telephone numbers of persons to be contacted for clarification;
- e) Explicitly indicate acceptance of the Conditions Governing the Procurement stated in Section III, Paragraph C.1;
- f) Be signed by the person authorized to contractually obligate the organization;
- g) Acknowledge receipt of any and all amendments to this RFP.
- h) Acknowledge and acceptance of the terms and conditions of the Agreement attached as Appendix G.

V. SPECIFICATIONS

Offerors should respond in the form of a thorough narrative to each mandatory specification. The narratives along with required supporting materials will be evaluated and awarded points accordingly.

A. INFORMATION

1. Time Frame

The contract is scheduled to begin in November 2014 and shall terminate upon completion of the project.

B. EVALUATION FACTORS

A brief explanation of each evaluation factor is listed below. Information for one evaluation factor may overlap information for a different evaluation factor. Offerors are encouraged to fully address each factor as points are given for an Offeror's narrative response to each evaluation factor. Responses shall include information and past experience specific to the Offeror or Offeror's team submitting the proposal. An Offeror's discussion of each evaluation factor should be sufficiently detailed to inform and educate the Evaluation Committee members.

1. Provider Qualifications, Experience and Staffing must comply with Crisis Intervention Services (HCPCS H2011 Appendix B)

- Include relevant resumes that illustrate current or past services related to crisis intervention or other relevant 24 hours a day, 7 days a week behavioral health services.
- Academic and licensure: Describe your staffing for the Mobile Crisis Team and explain how staff will meet the degree of work experience requirements providing telephone and face-to-face services. Include relevant resumes.
- Describe staffing plan and supervision of the 24 hours a day, 7 days a week hotline and how the hotline will link to the proposed Mobile Crisis Unit.
- How will psychiatrists be used to assist with crisis response and psychotropic medication?
- Supervision-List the credentials of supervisors of the Mobile Team.
- Training-Describe number of hours of training required for Mobile Team; licensure of trainer; topics of training.

- Competencies: Describe competencies required of the Mobile Team.
- On Going Training- Describe training and frequency of on-going training for staff.

2. Provider Plan for Provision of Services, Community Awareness, Coordination and Training

- In summary describe the Mobile Crisis Team you propose to develop, including a description of the mobile crisis unit and how it will link to hotline services.
- Define the population to be served, including clients that don't have a way to pay for services and/or Medicaid clients.
- Describe the target geographic area including joining services with surrounding community agencies such as: Law Enforcement, 911 dispatch, Hospitals and other community agencies.
- Define what criteria will be used to determine referral services.
- Describe your ideal response time for Mobile Crisis Team.
- Explain in detail a follow up process working with other community programs for ongoing services.
- Describe a plan to collaborate with other mental health and addiction providers and other community programs to provide services.
- Explain how medical records will be kept secure and confidential.
- Define how you will handle language barriers.
- Explain how you will train and coordinate with law enforcement, first responders, 911 dispatch.
- Explain how you will make the community aware of this program. Please explain any experience you have in training similar to providers.

3. Past record of performance

- Illustrate with current or past contracts where your company provided the services listed in the scope of work.
- Explain any difficulties you have encountered providing these services and how you handled them.

- Provide letters of support from other first responders, law enforcement, CHRISTUS St. Vincent and other community based providers of mental health services.
- Provide any relevant Academic Degrees and Licensures.
- Provide three (3) external business references include name and contact information.

4. Evaluation and Data Collection

- Demonstrate a plan for evaluation and data collection for the mobile crisis unit that includes both process and outcome measures.
- Identify and describe the specific outcomes you expect from the program including reduced incarcerations, reduced residential treatment placements, reduction in suicides and/or successful linkages to community based treatment services.

5. Cost Proposal/ Sample Budget-**provide in a sealed envelope with the original proposal only, do not include in the five additional copies required.**

- Offeror shall provide a detailed fee proposal, including rate per hour by staff level that may be assigned to any given project based on the tasks and activities set forth in the Scope of work. Any out of pocket and administrative costs (excluding travel costs) should also be provided.
- Include additional funding sources that might be used including Medicaid or other monies.
- Describe how you will ensure that Santa Fe County funding will only be utilized for clients who meet Indigent guidelines and who are Santa Fe County residents.
- What is your plan to sustain this program if the funding is no longer available?
- How will you leverage other funding (Medicaid, e.g.) for this project?

$$\frac{\text{Lowest Offerer Total Cost}}{\text{This Offeror's Total Cost}} \times 10 = \text{Points Awarded}$$

6. Offeror's proposal contains a valid certificate as an In-state Resident Business, the preference in accordance with §13-1-21 NMSA 1978, will be applied.

- 7. Offeror’s proposal contains a valid certificate as a Resident Veteran Business, the preference in accordance with §13-1-21 and §13-1-22 NMSA 1978, will be applied.
- 8. Offeror’s proposal contains a valid Santa Fe County Preference certificate, the preference in accordance with Santa Fe County Ordinance #2012-4, will be applied.

VI. EVALUATION OF PROPOSALS

A. EVALUATION SCORING

The Evaluation Committee will evaluate proposals as follows:

Each factor below has a maximum number of points that can be assigned to an Offeror’s proposal based on the thoroughness and responsiveness of the proposal and how the Offeror addresses each evaluation factor. The maximum number of points a proposal can receive based on the evaluation factors is **100**. This does not include preferences that may be applied.

Evaluation Factors

- 1) Provider Qualifications, Staffing and Experience **20 points**
- 2) Plan for Service Provision, Coordination and Training..... **50 points**
- 3) Past record of performance **10 points**
- 4) Evaluation/Data Collection..... **10 points**
- 5) Cost Proposal/Sample Budget..... **10 points**

TOTAL POINTS 100

PREFERENCES

If a proposal contains an In-State Resident Contractor Certificate or Resident Veterans Contractor Certificate and/or Santa Fe County Business Preference Certificate, the applicable preference will be applied.

- 9) Proposal contains a valid N.M. Resident Contractor Certificate **50 points**

OR

- 10) Proposal contains a valid Resident Veteran Contractor Certificate **70, 80 or 100 points**

AND

- 11) Proposal contains a valid Santa Fe County Business Preference Certificate **50 points**

B. EVALUATION PROCESS

The evaluation process will follow the steps listed below:

- 1. All proposals will be reviewed for compliance with the mandatory specifications stated within the RFP. Proposals deemed non-responsive will be eliminated from further consideration.
- 2. The Procurement Manager may contact the Offeror for clarification of the response as specified in Section III, Paragraph B.7.
- 3. The Evaluation Committee may use other sources of information to perform the evaluation as specified in Section III, Paragraph C.18.
- 4. Responsive proposals will be evaluated using the factors in Section VI. The responsible Offerors with the highest scores will be selected as finalist Offerors based upon the proposals submitted. Finalist Offerors who are asked or choose to submit revised proposals for the purpose of obtaining best and final offers will have their points recalculated accordingly. The responsible Offeror whose proposal is most advantageous to the County, taking into consideration the evaluation factors in Section VI, will be recommended for contract award as specified in Section III, Paragraph B.12. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.
- 5. Offeror will provide a detailed cost proposal/sample budget describing the tasks and activities set forth in the Scope of Work in Section II. The information shall be broken down to include proposed staff, hourly rates. The hourly rates shall include all overhead, and direct or indirect costs associated with the work. Offeror will provide a separate category for proposed travel for reimbursable items.