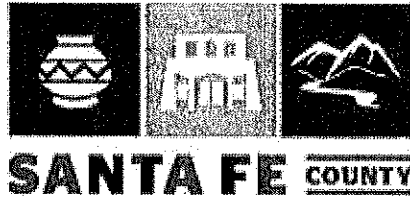


Henry Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Rudy N. Garcia
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Hank Hughes
Commissioner, District 5

Katherine Miller
County Manager

MEMORANDUM FOR FILE

DATE: December 3, 2020

TO: File

FROM: Bill Taylor, Procurement Manager 

Sole Source Determination per Section 13-1-126 NMSA 1978 to Continue Behavioral Health and Crisis Services with Behavioral Healthcare Services, Inc., dba New Mexico Solutions for Operational Services Necessary for the Behavioral Crisis Center in Santa Fe New Mexico

ISSUE:

In 2018 Santa Fe County released an RFP to procure the services of a service Provider to develop, plan and operate a behavioral health crisis support center in Santa Fe County. New Mexico Solutions (NMS) and was selected and awarded Contract No. 2018-0144-CSD/MM. Over the past two and one half years the County has worked cooperatively with the community to plan crisis services for this population and to choose a location to provide services. In late 2018 the County and NMS determined that a current County building located on Galisteo Street would be remodeled and utilized for a Behavioral Health Crisis Center. The location will also house a Mobile Crisis Team.

The remodel project is now expected to be completed December 30, 2020. As a result, the services provided by New Mexico Solutions has remained in the planning phase of the contract. In addition, COVID-19 emergency social distancing requirements have impacted NMSs ability to perform the services outlined in the original Agreement.

The Community Services is requesting a sole source determination to enter into a new four (4) year term contract with New Mexico Solutions to operationalize service as initially planned and contracted. NMS has not been afforded a reasonable opportunity to hire medical, therapeutic and support staff to properly provide the services. The Community Services Department (CSD) has gained confident and very good working relationship with NMS, CSD wants to continue this partnership and offer NMS an opportunity to hire the necessary professional and support staff needed to provide the services intended for the Santa Fe County behavioral health crisis center.

DETERMINATION:

The County selected New Mexico Solutions, Inc. (NMS) as the most experienced and capable firm to provide behavioral health services for the County Behavioral Crisis Center, through the competitive sealed proposal procurement method that was issued and awarded in 2018. As a result

102 Grant Avenue · P.O. Box 276 · Santa Fe, New Mexico 87504-0276 · 505-986-6200 · FAX:
505-995-2740 www.santafecountynm.gov

of that RFP, NMS has also been involved in the planning and design of the Crisis Center as the primary Behavioral Healthcare Provider for the County, pursuant to the requirements of the RFP and the Contract with NMS. Prior to the completion of the renovations of the Crisis Center, NMS has had to provide limited services to the public without a facility to operate, but has remained providing the services requested by the County. Now that the facility is nearing completion, NMS will be tasked with hiring full time staff to operate the Crises Center with only limited time remaining on the current Agreement No. 2018-0144-CSD/MM and limited budget or compensation to operate the newly renovated facility.

Due to the uniqueness of the services being provided, and also to the fact that the new facility is being designed specifically for NM Solutions as the primary provider for behavioral health services for the County, and this uniqueness is substantially related to the intended purpose of the original contract, it is the determination of the County central purchasing office that a new four (4) year contract may be entered pursuant to NMSA 1978, 13-1-126 Sole Source Procurement.

Contract Information:

Name of prospective Contractor: Behavioral Healthcare Services, Inc., *dba* New Mexico Solutions

Address of prospective Contractor: 707 Broadway Blvd. NE Suite 500, Albuquerque, NM 87102

Amount of prospective purchase: \$1,600,000.00 per year

Term of prospective contract: Four (4) Years

New Mexico Solutions (NMS), who is contracted by Santa Fe County to operate the Santa Fe County Behavioral Health Crisis Center (SFCBHCC), will provide Mobile Crisis Response services and manage the daily operations of the Santa Fe County BHCC. In response to the COVID-19 emergency and the community's need for mental health support services, services are modified to telephonic, email and/or teleconferencing as long as social distancing restrictions are in place and face to face services are not possible. The services offered will be specific to those individuals who suffer from chronic mental health illnesses. NMS will provide bilingual (Spanish and English) telephonic support services that focus on counseling, coordination of care and de-escalation to individuals with chronic mental health issues by a licensed professional(s). The modified telephonic services will be implemented until which time the COVID-19 emergency has ended and social distancing directives have been lifted.

Upon COVID-19 emergency social distancing directives being lifted the Contractor will modify all services to provide face to face client care at the Santa Fe County BHCC and field services through the Mobile Crisis Response Team throughout Santa Fe County. The Contractor will operate the County's BHCC Monday through Saturday 10 am to 12 midnight and Mobile Crisis Response services 24/7. Services will be compensated based on the level of services provided based on COVID-19 emergency restrictions.



SANTA FE COUNTY SOLE SOURCE REQUEST AND DETERMINATION FORM

A sole source *determination* is not effective until the *sole source request for determination* has been posted for thirty (30) calendar days without challenge, and subsequently approved in writing by the County Purchasing Agent. The foregoing requirement is regardless of whether the *sole source request for determination* has been signed by the Agency and/or the Contractor.

- I. Department/Division: Community Services Department
- Director: Rachel O'Connor
- Telephone Number: 992-9842
- II. Name of prospective Contractor: Behavioral Healthcare Services, Inc., *dba* New Mexico Solutions
- Address of prospective Contractor: 707 Broadway Blvd. NE Suite 500, Albuquerque, NM 87102
- Amount of prospective purchase: \$1,600,000.00 per year
- Term of prospective contract: Four (4) Years
- III. Please thoroughly list the services (scope of work), construction or items of tangible personal property of the prospective contract:

I WILL INSERT THE SOW HERE ONCE WE FINALIZE IT

- IV. Provide an explanation of the criteria developed and specified by the agency as necessary to perform and/or fulfill the contract and upon which the state agency reviewed available sources. (Do not use "technical jargon;" use plain English. Do not tailor the criteria simply to exclude other contractors if it is not rationally related to the purpose of the contract.)

In 2018 Santa Fe County released an RFP to hire an eligible contractor to provide behavioral health crisis supports in Santa Fe County. New Mexico Solutions (NMS) responded to the County's Request for Proposal (RFP) and was selected by a panel of independent reviewers. Over the past two and one half years the County has worked cooperatively with the community to plan crisis services for this population and to

choose a location to provide services. In late 2018 the County and NMS determined that a current County building located on Galisteo Street would be remodeled and utilized for a Behavioral Health Crisis Center. The location will also house a Mobile Crisis Team.

Due to unforeseen circumstances the remodeling building was delayed and will not be completed in December of 2020. As a result, the County contract with New Mexico Solutions never evolved beyond the Planning phase. In addition, COVID-19 emergency social distancing requirements have also impacted NMS's ability to perform the original services outlined in the original Agreement.

We are requesting a Sole Source contract with New Mexico Solutions to operationalize service as initially planned. NMS's has not been afforded a reasonable opportunity to hire medical, therapeutic and support staff to properly provide the services outlined in #III of this application. The remaining thirteen months on the existing Agreement will limit new staff any longevity assurance thus making the hiring process challenging if not impossible. The Community Services Department (CSD) has gained confident and very good working relationship with NMS, CSD wants to continue this partnership and offer NMS an opportunity to hire the necessary professional and support staff needed to provide the services intended for the Santa Fe County behavioral health crisis center.

- V. Provide a detailed, sufficient explanation of the reasons, qualifications, proprietary rights or unique capabilities of the prospective contractor that makes the prospective contractor *the one source* capable of providing the required professional service, service, construction or item(s) of tangible personal property. (Please do not state the source is the "best" source or the "least costly" source. Those factors do not justify a "sole source.")

NMS has been assisting the County in the design of the building, it is currently offering modified COVID-19 services to those individuals who are challenged with severe mental health illness. NMS has also submitted their application for licensure to operate the Behavioral Health Crisis Center. NMS has also been assisting the State of New Mexico in the development of criteria for Crisis Center licensure and is working with the New Mexico Medicaid division to develop crisis care reimbursement fee schedules. NMS has been providing behavioral health services in Albuquerque since 1999 and has the support of their Corporate office who provides Crisis Intervention Services. Behavioral Health Crisis Centers are a new service for the State of New Mexico and Santa Fe County is one of only three Counties that is working towards provide this new much needed service for its residents.

- VI. Provide a detailed, sufficient explanation of how the professional service, service, construction or item(s) of tangible personal property is/are *unique and how this uniqueness is substantially related to the intended purpose of the contract*.

In 2017 Santa Fe County released an RFP to hire a contractor to operate crisis services for individuals with behavioral health issues. At that time there were two bid

submitted and the award was issued to New Mexico Solutions. The first contract with New Mexico Solutions focused on design and planning for one year. For unforeseen reason the County extended the design build timeline, beginning construction in January, 2020.

Over the past two and one half years NMS has worked with the County to build a crisis center that is tailored to meet their needs and the needs of Santa Fe County. The building located at 2052 was renovated to provide long term behavioral health services as envisioned by the County and New Mexico Solutions.

- VII. Explain why other similar professional services, services, construction or item(s) of tangible personal property *cannot* meet the intended purpose of the contract.

As previously noted New Mexico Solutions was awarded a contract to plan, design and operate crisis services for persons with behavioral health issues in Santa Fe County. Due to unforeseen circumstances the timeline for the physical renovation of the building did not occur until 2020. The building was redesigned specific to one provider, and may not meet the needs of a new provider who was not involved in either community planning or design of the services or physical location. To change contractors for implementation of this project would invalidate years of work done by Santa Fe County, the community, and New Mexico Solutions.

- VIII. Provide a narrative description of the agency's due diligence in determining the basis for the procurement, including procedures used by the agency to conduct a review of available sources such as researching trade publications, industry newsletters and the internet; reviewing telephone books and other advertisements; contacting similar service providers; and reviewing the State Purchasing vendor list. Include a list of businesses contacted (*do not state that no other businesses were contacted*), date of contact, method of contact (telephone, mail, e-mail, other), and documentation demonstrating an explanation of why those businesses could not or would not, under any circumstances, perform the contract; or an explanation of why the agency has determined that no businesses other than the prospective contractor can perform the contract.

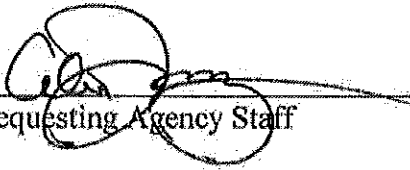
As previously outlined on this document, in 2017 SFC released a request for proposals for the design and operation of the crisis center including mobile crisis team services. NMS was chosen from the two agencies that responded and was contracted in 2018. The other agency that responded was Presbyterian Medical Services, they were contracted by SFC to operate the Mobile Crisis Team from April 2015 to April 2020. NMS has assisted SFC-CSD in the design of the building while providing modified mobile crisis services as of April 2020. NMS along with CSD had researched and visited number of crisis centers in neighboring States. There is currently only two other Counties in the State of NM that is either operating or in the planning stages of operating a behavioral health crisis center. The behavioral health crisis center is unique in its design and scope of services that will be offered. NMS has thus far proven to be a very proactive and supportive partner⁴ with the County. We have been faced with extraordinary circumstances related to the Covid-19 pandemic as well as delayed building renovations and crisis center licensure challenges. It is CSD's belief that NMS should be afforded the opportunity to operate the crisis center for at least four years to better

assess their capabilities, services and community partnerships.

Presbyterian Medical Services
2504 Camino Entrada
Santa Fe, NM
(505) 471-5006

Certified by: Requesting Agency Staff

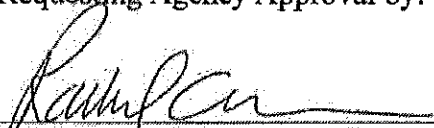
Date: 12-4-2020



Requesting Agency Staff

Requesting Agency Approval by:

Date: 12/4/20



Dept. Director/Manager