



**Solicitation Information**  
**February 26, 2021**

**RFI# 7611864**

**TITLE: Behavioral Health Crisis Care System**

**SUBMISSION DEADLINE: March 30, 2021 @ 10:00 AM ET**

Questions concerning this solicitation must be received by the Division of Purchases at [doa.purquestions10@purchasing.ri.gov](mailto:doa.purquestions10@purchasing.ri.gov) no later than **March 11, 2021 @ 10:00 AM ET.** Questions should be submitted in a *Microsoft Word attachment*. Please reference the **RFI #7611864** on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Dawn Vittorioso, Buyer II

Applicants must register on-line at the State Purchasing Website at [www.ridop.ri.gov](http://www.ridop.ri.gov)

**Note to Applicants:**

Responses received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM**



**State of Rhode Island**  
**Department of Administration / Division of Purchases**  
**One Capitol Hill, Providence, Rhode Island 02908-5855**  
**Tel: (401) 574-8100 Fax: (401) 574-8387**

## **COVID-19 EMERGENCY PROTOCOL FOR BID OPENINGS**

Vendors and the public are advised that due to Covid-19 emergency social distancing requirements bid openings at the Division of Purchases shall be conducted via live streaming on the ZOOM website/application. Vendors and the public shall not be permitted to enter the Division of Purchases to attend bid openings. Vendors and the public who attend bid openings via live streaming shall be required to identify themselves and a record of all such attendees shall be maintained by the Division of Purchases. Vendor bid proposals shall be opened and read aloud at the date and time listed herein. The results of bid solicitations requiring a public copy for public works projects shall be posted on the Division of Purchases website as soon as possible after the bid opening. For RFP solicitations only vendor names shall be read aloud at the opening.

Vendors and the public are further advised that visitor access to the Powers Building at One Capitol Hill, Providence, RI requires pre-screening at the entrance to the building. In accordance with the Governor's Executive Order(s) and Department of Health emergency regulations all visitors to the Powers Building must wear a cloth mask which covers the nose and mouth. Vendors delivering bid proposals to the Division of Purchases should allow sufficient time for the pre-screening process. The Division of Purchases assumes no responsibility for delays caused by the screening process or any other reason. Vendors are solely responsible for on time delivery of bid proposals. The Division of Purchases shall not accept late bids for any reason.

Division of Purchases is inviting you to a scheduled Zoom meeting.

Topic: 7611864

Time: Mar 30, 2021 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/86042254328?pwd=dUczbXcralhjME52SVhaYXluWmFSZz09>

Meeting ID: 860 4225 4328

Passcode: 671355

One tap mobile

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Dial by your location

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+1 301 715 8592 US (Washington DC)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

833 548 0276 US Toll-free

833 548 0282 US Toll-free

877 853 5247 US Toll-free

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Meeting ID: 860 4225 4328

Passcode: 671355

Find your local number: <https://us02web.zoom.us/j/86042254328?pwd=dUczbXcralhjME52SVhaYXluWmFSZz09>

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## SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the [the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities and Hospitals], is soliciting informational responses from qualified firms to [implement a cohesive, integrated, statewide behavioral health crisis system], in accordance with the terms of this Request for Information and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases' website at [www.ridop.ri.gov](http://www.ridop.ri.gov).

### Instructions and Notifications to Offerors:

1. Potential vendors are advised to review all sections of this RFI carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the response.
2. The State invites comments, suggestions and recommendations from potential vendors and other interested parties on any questions or issues raised in this RFI. Please note it is not a requirement to answer all questions.
3. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFI are solicited.
4. This is a Request for Information ("RFI"), and as such no award will be made as a result of this solicitation.
5. All costs associated with attending the pre-solicitation conference and/or developing or submitting responses to this RFI or providing oral or written clarification of the content of a response shall be borne by vendors. The State assumes no responsibility for any costs.
6. Responses misdirected to other locations, or which are otherwise not present in the Division of Purchases at the above stated date/time of opening for any cause will be determined to be late and shall not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.
7. Vendors are advised that all materials submitted to the State for consideration in response to this RFI shall not be considered to be public records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island unless and until there is a contract award through a subsequent, related procurement.
8. Interested parties are instructed to monitor the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released as addenda.

## SECTION 2: REQUEST FOR INFORMATION

This RFI outlines the type of information being solicited and response structure requested from potential respondents.

### A. **Background**

The State is considering issuance of a Request for Proposals (“RFP”) from qualified vendors to enhance the state’s behavioral health crisis system and better align it with national best practice guidelines. By “behavioral health crisis,” the State means any individual experiencing a crisis related to mental health, substance use disorders and co-occurring mental health and substance use disorders. Therefore, the crisis system should understand and be able to respond to people with these conditions and connect them to the appropriate level of care.

The following are the [National Guidelines for Crisis Care](#) essential elements within a **no-wrong-door** integrated crisis system. These elements comprise the three major components of evidence-based crisis systems:

1. **Regional Crisis Call Center:** *Regional 24/7 clinically staffed hub/crisis call center that provides crisis intervention capabilities (telephonic, text and chat). Such a service should meet National Suicide Prevention Lifeline (NSPL) standards for risk assessment and engagement of individuals at imminent risk of suicide and offer air traffic control (ATC) - quality coordination of crisis care in real-time;*
2. **Crisis Mobile Team Response:** *Mobile crisis teams available 24/7 to reach any person in the service area in his or her home, workplace, or any other community-based location of the individual in crisis in a timely manner; and*
3. **Crisis Receiving and Stabilization Facilities:** *Crisis stabilization facilities providing short-term (under 24 hours) observation and crisis stabilization services to all referrals in a home-like, non-hospital environment. (Please note these types of facilities are not synonymous with the state’s Crisis Stabilization Units. Please see page 22 of the [National Guidelines for Crisis Care](#) for a full description.)*

These core elements are considered essential to robust behavioral health crisis services programming, but additional programmatic approaches may be considered if they complement or strengthen these three crisis system elements.

Importantly, two significant developments in policy surrounding behavioral health crisis services will have significant impact on the evolution of these services in Rhode Island. Respondents are encouraged to address both of these developments:

- Continued adoption of the Certified Community Behavioral Health Clinic (CCBHCs) model. According to the National Council for Behavioral Health, CCBHCs are “designed to provide a comprehensive range of mental health and substance use disorder services to vulnerable individuals.” CCBHCs are responsible for providing nine types of services, including 24/7 behavioral

health crisis care. For more information on CCBHCs, please consult the following resources:

- SAMHSA, [Background Information on Demonstration Program for Certified Community Behavioral Health Clinics](#)
- National Council for Behavioral Health, [“What is a CCBHC?”](#)
- Passage of the National Suicide Hotline Designation Act. The passage of this legislation at the federal level requires that by July 16, 2022 all states make “988” the universal number to access their state’s Suicide Hotline. The legislation also explicitly allows the state to assess a fee on all phone lines to support both the crisis line infrastructure and mobile crisis treatment. For more information on the National Suicide Hotline Designation Act, please consult the following resources:
  - NPR, [“New Law Creates 988 Hotline For Mental Health Emergencies”](#)
  - [Federal Communications Commission announcement on creation of 988](#)
  - [Text of National Suicide Hotline Designation Act on Congress.gov](#)

In light of these developments, the State seeks comments on how it can better integrate behavioral health crisis programming within the behavioral healthcare system as a component of this RFI. Crisis services are a critical component of a broader behavioral healthcare system, and crisis services must work cooperatively with behavioral health service providers of different types (including community mental health centers, hospitals, substance use treatment providers, residential programs, detoxification programs, and crisis stabilization units) to ensure delivery of effective, person-centered interventions.

Some of the goals of the upcoming RFP will be to:

- a. Identify one or more providers to implement the core elements of a statewide crisis system as described above;
- b. Utilize and/or integrate with a comprehensive provider service model in order to deliver community-based crisis care, e.g. [Certified Community Behavioral Health Clinics](#), (CCBHCs);
- c. Coordinate a seamless system for children, youth, and adults;
- d. Leverage all available financial and technological resources and opportunities;
- e. Incorporate the state’s requirement to implement the 988 suicide hotline number and integrate the 988 call-in infrastructure with the state’s behavioral health crisis system;
- f. Ensure strong partnerships with first responders and other providers, systems, and institutions that regularly interact with people experiencing a behavioral health crisis or behavioral health challenges;

- g. Streamline and enhance technological infrastructure for bi-lingual emergency phone lines, text and chat capacity, dispatch of behavioral health responders, and a real-time crisis bed registry (inclusive of beds for residential substance abuse treatment and recovery housing);
- h. Provide a coordinated, trauma informed, mobile response system that:
  - 1. Embodies the 6 Essential functions of mobile crisis services:
    - a. Triage/screening, including explicit screening for suicidality;
    - b. Assessment;
    - c. De-escalation/resolution;
    - d. Peer support;
    - e. Coordination with medical and behavioral health services;
    - and*
    - f. Crisis planning and follow-up;
  - 2. Offers team configurations, staffing patterns and training based on evidence-based or promising practice models, e.g: [CAHOOTS](#) (Crisis Assistance Helping Out On The Streets), the [Memphis Model Crisis Intervention Team](#), and utilization of existing Assertive Community Treatment (ACT) teams;
  - 3. Has capacity to serve multiple populations with varying behavioral health needs including individuals with high acuity clinical needs, individuals experiencing emotional distress resulting from declared disasters, individuals with intellectual/developmental disabilities, older adults, the deaf and hard of hearing and individuals impacted by racial and minority inequities; and
  - 4. Can deploy teams in a timely manner;
- i. Incorporate medication induction for alcohol and substance use disorders as a part of Rhode Island's crisis system;
- j. Navigate seamlessly across all relevant providers and provider types in the state to ensure rapid connection to services at a client's level of need per criteria from the American Society for Addiction Medicine (ASAM) (Respondents are welcome to comment on use of the Level of Care Utilization System (LOCUS) for psychiatric and addiction services developed by the American Association of Community Psychiatrists);
- k. Centralize provisional level of care placement and referrals to residential substance abuse treatment and recovery housing;
- l. Provide maximum geographic accessibility of stabilization receiving centers throughout the state in recovery-friendly environments;
- m. Secure a cost effective and financially sustainable model for each element of the crisis system; and
- n. Ensure integration of and fidelity to person-centered, outcomes-based metrics that enable the state to measure the success of crisis services



after they are delivered and to identify areas for improvements in services if the data suggests a need to do so.

The State encourages respondents to identify support it needs from the State to incorporate the goals detailed above. Respondents are welcome to make recommendations about which elements above should be included in a single request for proposals (RFP) and which should be culled out for separate solicitations.

Respondents are encouraged to read the [National Guidelines for Crisis Care](#).

## **B. RFI Response**

The following outline is intended to standardize and structure responses for ease of analysis. *Do NOT include a cost proposal with the RFI response as cost shall not be considered with this RFI.*

- Response to the requirements outlined in Section 2.A.

## **SECTION 3: QUESTIONS**

Questions concerning this solicitation must be e-mailed to the Division of Purchases at [doa.purquestions10@purchasing.ri.gov](mailto:doa.purquestions10@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFI# 7611864** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

## **SECTION 4: RESPONSE CONTENTS**

A. Responses shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at [www.ridop.ri.gov](http://www.ridop.ri.gov). *Do not include any copies in the response.*
2. Response - describing the requirements and concept for this potential project, and all information described earlier in this solicitation. The response is limited to six (6) pages.
  - a. One (1) Electronic copy on a CD-R, marked "Response - Original".
  - b. One (1) printed paper copy, marked "Response -Original" and signed.
  - c. Four (4) printed paper copies

B. Formatting of proposal response contents shall be as follows:

1. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
  - a. Vendor’s name
  - b. RFI #
  - c. RFI Title
  - d. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of ‘1 of 3’ on first CD-R, ‘2 of 3’ on second CD-R, ‘3 of 3’ on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase’s inability to open or read a CD-R may be grounds for rejection of a Vendor’s proposal. All files must be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it “non-responsive”. USB drives or other forms of electronic media shall not be accepted. Please note that vendor CD-Rs shall not be returned.

2. Formatting of written documents and printed copies:
  - a. For clarity, the response shall be typed. These documents shall be single-spaced with 1” margins on white 8.5”x 11” paper using a font of 12 point Calibri or 12 point Times New Roman.
  - b. All pages on the response are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor’s name should appear on every page, including attachments. Each attachment should be referenced appropriately within the response section and the attachment title should reference the response section it is applicable to.
  - c. Printed copies are to be only bound with removable binder clips.

## **SECTION 5: RESPONSE SUBMISSION**

Interested vendors must submit responses to provide information covered by this RFI on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Responses should be mailed or hand-delivered in a sealed envelope marked “**RFI# 7611864**” to:

RI Dept. of Administration  
Division of Purchases, 2nd floor One Capitol Hill  
Providence, RI 02908-5855

## **SECTION 6: DISCLAIMER**

This Request for Information is solely for information and planning purposes and does not constitute a request for proposal or an invitation to bid. All information received in response to the RFI and marked as “Proprietary” shall be deemed to be confidential but may still be subject to disclosure pursuant to the Rhode Island “Access to Public Records Act, R. I. Gen. Laws § 38-2-1, *et seq.* . Responses to the RFI will not be returned.

**END**