

DEPARTMENT OF HEALTH & SOCIAL

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Solano County Health & Social Services Behavioral Health Division

Request for Proposals #2019-BH02: Mobile Crisis Services

Issued: July 1, 2019

Mandatory Proposers' Conference

July 23, 2019, 3:00-4:30pm, 675 West Texas, 6th Floor, Room 6004, Fairfield, CA 94533

Proposals due: August 6, 2019, 5:00 PM PST

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1 SCOPE OF SERVICES AND PROGRAM PROPOSAL

1.1 Overview

The Solano County Health and Social Services Department – Behavioral Health Division hereinafter referred to as the “County”, announces a Request for Proposals (RFP) from qualified organizations to administer and provide timely and adequate mobile crisis services for individuals experiencing an acute mental health emergency in Solano County. This RFP is to address the psychiatric crisis needs of children, youth and adults who are experiencing an acute crisis including suicidal ideation, homicidal ideation, and grave disability. This RFP is funded by the Mental Health Services Act (MHSA) and is projected to be, at minimum, a three-year effort. Applicants will need to be certified to bill Short-Doyle Medi-Cal. Non-profit organizations, health care systems, for-profit organizations, educational institutions, and government entities are eligible to apply.

The resulting award will be to one organization, take the form of a contract with the County, and is scheduled to begin as early as October 2019 through June 2022. Funding is available through this RFP in the annual amount of \$2,000,000 (prorated the first year according to start date) and additionally up to \$200,000 for start-up costs in the first year. Years 2 (FY 2020/21) and 3 (FY 2021/22) are subject to the anticipated – but necessary – approval in the MHSA Three-Year Plan.

Although this is a multi-year solicitation, annual funding is contingent on (1) availability of funds and (2) meeting contractually-agreed-upon program outcomes.

The primary goals of the program are to:

- A. provide community-based mobile crisis intervention services for children, youth, and adults experiencing an acute psychiatric crisis;
- B. work collaboratively with the County, local law enforcement, local emergency departments and the crisis stabilization unit (CSU) to provide continuity of care for individuals experiencing an acute crisis;
- C. provide crisis evaluations, crisis de-escalation interventions, linkage to appropriate levels of care including placing individuals on 5150 holds as needed;
- D. provide crisis post-intervention follow-up or other assertive crisis prevention services as needs are identified during the first year of implementation; and
- E. provide services with an emphasis on promoting wellness and recovery.

1.2 Background

Solano County is the twentieth largest California County (as measured by population) with a total population of over 430,000. The county has seven incorporated cities including Fairfield (the county seat), Benicia, Vallejo, Vacaville, Suisun City, Rio Vista and Dixon. The majority of residents reside within these cities and the majority of County facilities are currently located in the incorporated areas. Solano County’s population is stable and/or growing, particularly in the northern portion of the county. The Behavioral Health Division of the Health and Social Services Department assists over 6,500 children, youth and adult beneficiaries each year who are experiencing a psychiatric crisis or who have significant mental and emotional disabilities. Services include therapy, case management, psychiatric assessments and medication, outpatient treatment, day treatment, intensive full service partnership services, crisis intervention, and a range of community support services.

The passage of Proposition 63, the Mental Health Services Act (MHSA) in November 2004, provides funding, personnel, and other resources to support County mental health programs and monitor

progress toward statewide goals for children, transition age youth, adults, older adults and families. The Act addresses a broad continuum of prevention, early intervention, intensive services, and the necessary infrastructure, technology and training elements that will effectively support this system. The Community Services and Supports (CSS) component funds the provision of services for individuals with chronic and persistent mental illness or serious emotional disturbance through Full Service Partnership programs, as well as system support through General System Development which includes crisis services locally, and Outreach and Engagement activities targeted at reaching unserved and underserved community members. The principles that guide the provision of MHSA services include: community collaboration, cultural competence, client and family driven services and systems, a focus on wellness that includes concepts of recovery and resilience, integrated service experiences for clients and families, as well as serving unserved and underserved community members.

The Solano County Behavioral Health Division engages community stakeholders in a community planning process to evaluate and identify gaps in the county mental health system of care. Over the last several years stakeholders have continued to support and identify the need to have a mobile crisis program to enhance the crisis continuum of care. Given an increase in hospitalizations, suicide deaths locally, and youth being placed on 5150 the community would benefit from a community-based mobile crisis program to reduce hospitalizations and suicide deaths. The mobile crisis service strategy was endorsed by the community and is included in the [Solano County Mental Health Services Act 3-Year Integrated Program & Expenditure Plan](#) for FY 2017/2020, as approved by the Solano County Board of Supervisors on January 10, 2017, and submitted to the California Mental Health Services Oversight and Accountability Commission (MHSOAC) and the Department of Health Care Services (DHCS).

1.3 Description of Services

Solano County is seeking a qualified behavioral health provider agency (applicant) to enter into a contract for the development of a Mobile Crisis Unit to provide emergency crisis intervention behavioral health services for individuals experiencing an acute mental health crisis in Solano County. Eligible applicants must be community minded, collaborative and client-centered. The applicants selected will deliver – in partnership with local law enforcement, the Crisis Stabilization Unit (CSU), local emergency room departments, and Solano County Behavioral Health (SCBH) – a coordinated system of services which provides immediate response to assist individuals experiencing a mental health crisis to include crisis evaluation, crisis intervention services, and linkage to an appropriate level of follow up service.

It is the applicant's responsibility to propose a complete document that explains in detail the applicant's offering. This proposed approach will be used as the basis for negotiating the final Scope of Work for inclusion in the Standard Contract. The Standard Contract also includes the terms and conditions required by the County.

The selected agency shall provide mobile crisis services in Solano County for residents referred to the program by mental health providers, schools, law enforcement or other designated referring parties.

Mobile crisis services will be available at least 15 hours/day, 365 days/year. The county anticipates 8am to 11pm but will consider an alternate plan that meets community needs based upon submitted evidence. The first year (or portion thereof) will be piloted in one major city, followed by incremental expansion across the county over the course of three years within the allotted budget. The vendor should describe how this implementation and spread across the county will be operationalized within the allotted budget.

The mobile response system is face-to-face delivery of service at the site of escalating behavior. The successful applicant – in consultation with County – will develop a system of immediate response interventions based upon a standard of care and will deliver mobile response services.

Protocols will be developed for direct admissions to the County's contracted Crisis Stabilization Unit and/or admission to the County's Psychiatric Health Facility for situations where field intervention does not sufficiently meet the service need. Memorandums of Understanding or protocols will be established for situations where a client must be referred to a Hospital Emergency Department for medical clearance or other medical intervention.

Though proposers are not necessarily limited to these services, core program services include that the applicant:

1. respond to a phone request within 10 minutes, followed by an in-person intervention when warranted within 30 minutes (except for community interventions in remote County locations of which they will respond within 60 minutes);
2. provide both telephone and in-person interventions, and the applicant is expected to provide predominantly in-person crisis services. Telephone screening should include review of any applicable records in the County's electronic medical record;
3. upon telephone triage, have trained crisis intervention specialists conduct face-to-face crisis evaluations and interventions in the community, including in the homes of individuals who are experiencing an acute crisis and/or in locations requested in partnership with local law enforcement;
4. utilize de-escalation strategies to stabilize individuals in the field;
5. collaborate with referring agencies and other collateral supports including family members;
6. warrant consideration of inpatient admission or crisis stabilization in a secure environment when an individual cannot be stabilized in the field, including that the applicant will:
 - a. arrange for the safe transport to the CSU or other appropriate receiving facility – transport may be provided by law enforcement and/or ambulance; and
 - b. ensure that the CSU and/or local emergency departments are provided with written documentation that includes the clinical determination for the 5150 hold, what crisis interventions were deployed in the field, and any collateral information provided by support persons.
7. initiate linkage and referrals to alternate community resources including mental health providers, medical services, substance use services, temporary shelter or housing, etc.;
8. use the County-provided crisis evaluation form or other County-approved documentation. Provider shall provide County with necessary documentation of each contact using format designated by the County, including but not limited to copies of crisis evaluations progress notes, logs, and interview forms. All documentation shall meet documentation standards set by the Mental Health Plan which adhere to Medi-Cal and Medicare requirements per Solano County Documentation Manual;
9. ensure all crisis and follow-up documentation will be completed in Avatar (County Electronic Health Record) as soon as reasonably possible but no later than the end of each provider's shift; and
10. provide crisis prevention or post-intervention services either as proposed by the applicant vendor or as determined appropriate during the first year of implementation.

Other pre- and post-crisis intervention services and activities may be proposed. All services should be provided with an emphasis on promoting wellness and recovery and be tiered to the appropriate level

of services based on risk factors. Proposers are encouraged to include a post-crisis follow-up mechanism to evaluate outcomes and to promote linkage in outpatient service delivery.

Services following specific models and/or utilizing evidence-based practices are highly desired. Services should be linked to program goals and intended outcomes, including plans for how goals and outcomes will be measured. The use of validated instruments for determining if services are making a positive impact are also highly desired.

Proposals must demonstrate cultural and linguistic competence as outlined in the national [Culturally and Linguistically Appropriate Services \(CLAS\) standards](#). Program proposals must include content that:

1. ensures that the cultural and linguistic needs of county residents will be met including strategies to meet the needs of Spanish-speaking (Solano County threshold language) and Tagalog-speaking populations;
2. ensures the provision of culturally appropriate services to lesbian, gay, bi-sexual, transgender, and questioning (LGBTQ) individuals; and
3. includes a program staffing plan that exhibits the cultural diversity reflecting the community(ies) served.

In addition to program specific activities and outcomes, organizations who are providing services under MHSA must adhere to the following.

1. Provide mental health services that are strengths-based, person-centered, safe, effective, timely and equitable; supported by friends and the community; with an emphasis on promoting wellness and recovery.
2. Maintain documentation/charting according to County and industry standards.
3. Ensure that direct clinical services are provided by licensed, registered or waived clinicians or trained support counselors.
4. Supervise unlicensed staff in accordance with Medi-Cal and the applicable California State Board guidelines and regulations.
5. Participate in County Mental Health Services Act (MHSA) planning activities as requested to include the MHSA Partner meetings, stakeholder planning meetings, etc.
6. Include in all media related to the scope of work of program funded activities by this Contract and provided to the public, a reference to the Solano County Board of Supervisors, Health and Social Services and the Mental Health Services Act as the sponsors and funding source and include the County seal and the MHSA logo, when appropriate.
7. Collect, compile and submit monthly MHSA agreed upon contract deliverables and beneficiary demographic data by the 15th of each month.
8. Prepare an annual evaluation of program activities, submitted by July 15th of each contract year including aggregate data and narrative reports on program deliverables.

1.4 Funding Availability

Funding is available through this RFP in the annual amount of up to \$2,000,000 (prorated per start date of contract) through June 30, 2022, and \$200,000 in start-up funds in the first year. The second and third year of this contract is pending approval of the new MHSA Three Year Plan in FY20/21.

No monies from this program may be used to supplant state, county or local general fund monies available to the agency for any purpose. Activities funded under this RFP must be new or enhancements to existing activities. Funds are not allocated for capital improvements.

2 REQUEST FOR PROPOSALS PROCESS

2.1 Eligible Proposers

“Proposer” is any entity that submits a Proposal in response to this RFP. Non-profit organizations, health care systems, for-profit organizations, and government entities are eligible to submit a proposal.

A single agency may propose to conduct all activities as outlined in this RFP or a Proposer may include up to two (2) subcontractors who may provide services under the lead Proposer; amount(s) for subcontractors may not account for more than 25% of the total budget. Note: The Proposer is responsible for the work of any subcontractor and County reserves the right to approve/disallow specific subcontractors.

2.2 Mandatory Proposers Conference

Proposers must attend a Mandatory Proposers’ Conference on Tuesday, July 23, 2019, 675 West Texas Street, 6th Floor, Room 6004, 3:00-4:30pm. The purpose of the conference is to provide an opportunity for potential Proposers to ask specific questions about the project and to request RFP clarification. Potential Proposers may submit questions in writing before or during the conference (see 2.3 below). The County will entertain verbal questions asked at the conference, but responses may be deferred and provided at a later date. Subcontractors may not represent a potential Proposer at the conference. The County will not accept any proposal from Proposers that do not attend the conference.

2.3 RFP Inquiries and Requests for Information

Inquiries regarding the RFP may be made by email or may also be made at the Mandatory Proposers’ Conference. Inquiries made by email should be submitted to the RFP Coordinator at ARGonzales@SolanoCounty.com with the subject line “RFP# 2019-BH02” and must be received by July 23, 2019 by 5:00pm PST. The County will provide written responses by Tuesday, July 30, 2019 by 5:00pm PST, to all inquiries received via email and at the Mandatory Proposers’ Conference, to each individual/agency in attendance at the Mandatory Proposers’ Conference, via email and on the County website, at <http://www.solanocounty.com/depts/hss/>.

2.4 Schedule of RFP Events

The following Schedule of Events reflects important dates for the selection process; however, the County reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events will be posted on the Solano County Health and Social Services website (<http://www.solanocounty.com/depts/hss/>). Proposers are responsible to view the website continually for any revisions.

EVENT		DATE
1	County Issues RFP Packet	July 12, 2019
2	Mandatory Proposers Conference Tuesday, July 23, 2019 3:00-4:30 PM 675 West Texas Street, Fairfield, CA 94533 6 th Floor, Room 6004	July 23, 2019
3	Deadline for Submitting Written Questions to RFP Coordinator at ARGonzales@SolanoCounty.com	July 23, 2019
4	Written Responses to RFP inquiries issued	July 30, 2019
5	Deadline for Submitting a Proposal to: Solano County Health & Social Services c/o Anna Mae Gonzales-Smith RFP #2019-BH02 275 Beck Avenue, MS 5-250 Fairfield, CA 94533	August 6, 2019
6	Presentations/Interviews for highest ranked Proposers (if needed)	August 22, 2019
7	Intent to Award Issued	August 27, 2019
8	Contract Development & Negotiations Period	August 27 – September 9, 2019
9	Completed Contract Signed by Contractor	September 25, 2019
10	Contract presented to the Solano County Board of Supervisors	November 19, 2019
11	Project Commences--Date estimated based on appropriate approvals by County. No work can begin until contract is fully executed.	December 1, 2019

2.5 Proposal Submittal and Withdrawal

Proposer must fully complete the RFP in the format required by the County and respond to every question.

One (1) “wet-signed” (in blue ink) Proposal Packet, plus five (5) additional copies must be submitted to the County in a sealed package and be clearly marked as: “**RFP #2019-BH02**”

Proposals shall be hand-delivered or mailed (hard copies only – no email or faxed Proposals will be accepted) by **5:00pm, Tuesday, August 6, 2019** to:

**Solano County Behavioral Health
 c/o Anna Mae Gonzales-Smith
 RFP #2019-BH02
 275 Beck Avenue, MS 5-250
 Fairfield, CA 94533**

NOTE: Postmarking by the due date shall not substitute for actual receipt by the County. **Proposals must be actually received no later than the Proposal Deadline time 5:00pm, Tuesday, August 6, 2019, as detailed in Section 2.4 Schedule of Events in order to be considered.** The County assumes no responsibility for delays caused by any delivery service.

The County will not reimburse any costs associated with the preparation, submittal, or presentation of any Proposal.

To withdraw a Proposal, the Proposer must submit a written request, signed by an authorized representative, to the RFP Coordinator. After withdrawing a previously submitted Proposal, the Proposer may submit another Proposal at any time up to the deadline for submitting Proposals. Proposals submitted after the deadline will not be considered.

2.6 Presentations/Interviews

Proposers may need to attend an interview. The primary manager and any key team members should attend the interview, up to a maximum of three people. Interviews are tentatively scheduled to occur Thursday, August 22, 2019. The determination as to the need for interviews, the location, order and schedule of the interviews is at the sole discretion of the County. The evaluation interview panel may include representatives from the County and any other agencies, but the specific composition of the panel will not be revealed prior to the interviews. The proposer must bear all costs incurred to attend.

3 INSTRUCTIONS TO PROPOSERS

3.1 Mandatory Proposal Form

The County has provided a Proposal Form (Attachment A) in an electronic format at <http://solanocounty.com/depts/hss/>.

Proposers must fully complete and sign the Proposal Form, responding to every question, and attach all necessary requested documents. Proposers must fill in desired check boxes and adhere to page limits where indicated.

Failure to follow the specified Proposal Form and format may - at the County's sole discretion - result in the rejection of the Proposal.

3.2 Proposal Format

Notwithstanding the hard-copy format imposed by the Proposal Form in Attachment A, all Proposers must follow additional formats set forth herein:

- Standard, white 8 1/2" x 11" paper, with 1-inch margins
- Arial font size 11
- All Proposal pages (including attachments) sequentially numbered
- All responses, as well as any reference material presented, written in English, adhering to character limits where applicable
- All monetary amounts detailed in United States currency and rounded to the nearest whole dollar

3.3 Signatures

All signatures must be handwritten, legible and written in BLUE ink. Signature stamps are prohibited.

3.4 Proposal Submittal

One (1) "wet-signed" (in blue ink) original of the Proposal, plus five (5) additional complete copies must be submitted to the County in accordance with Section 2.5.

3.5 Proposal Components and Proposal Template Instructions

A. Proposal Template-Coversheet

Provide requested organizational information. Complete a statement of acknowledgment that the Proposer has reviewed the Proposed Solano County Standard Contract (Attachment D) and has accepted it with or without qualifications. If the Proposer makes qualifications, those qualifications must be identified and listed along with suggested modifications to the contract. (*Note: Contract Exhibits A and B - the scope of work and budget - will be finalized during the contracting process.*) If the Proposer makes no qualifications to the Standard Contract, including its exhibits, then it shall be deemed that the Proposer accepts these items without reservation or any qualifications.

B. Proposal Template-Qualifications and Program Narrative

This section shall provide information on the capacity of the organization to provide the services outlined in this RFP, including prior experience providing mental health services and, crisis services, and mobile crisis services, as well as organizational capacity to manage a contract of this size. In addition, this section contains the opportunity for Proposers to describe their program for Mobile Crisis Services.

Section 1: Qualifications and Experience

Describe the capacity of the organization to provide services as outlined in this Request for Proposals. (ATTACHMENT B) In addition, please include:

- 1 A brief description of the Proposer's organizational background:
 - a. Organizational history
 - b. Tenure of current leadership team
 - c. Years in business performing community mental health services, emphasizing experience with community-based crisis intervention services
 - d. Experience coordinating care and working collaboratively with community partners including other mental health providers, schools, law enforcement, emergency rooms, etc.
2. Organization's infrastructure related to the maintenance of medical records, clinical records, and other data associated with performance outcome tracking and quality improvement. Infrastructure should be described within the context of the proposer's entire set of business that relies upon that infrastructure.
3. Organization's experience engaging in quality improvement processes that may include performance improvement activities and/or plans of correction to address performance issues. Infrastructure should be described within the context of the proposer's entire set of business that relies upon that infrastructure.

4. Information related to contract sustainability, including organization's infrastructure to support the program if awarded the contract. This includes administrative, management and supervisory infrastructure specifically focused on programmatic deliverables and clinical oversight.
 - a. Provide information regarding agency contracts that were terminated due to poor performance and the context surrounding the performance issues.
 - b. A statement as to whether there is any pending litigation against the Proposer.
5. A list, if any, all current contractual relationships with the County of Solano and all those completed within the previous five-year period the list must include:
 - a. the contract number
 - b. the contract term
 - c. the core services being delivered
 - d. Description of any corrective action plans that have been in place for any of the associated contracts.

(NOTE: Current or prior contracts with the County are NOT a prerequisite to being awarded the maximum available points for the Proposer Qualifications and Experience category.)

Please note, having no previous experience with the County of Solano or having any pending litigation does not negatively affect scoring of the Proposal.

Section 2: Program Narrative

Describe the proposed scope of work and program approach. (ATTACHMENT B)

1. The name of the proposed program and a brief 4-6 sentence description of the overall program and its approach to the core service delivery.
2. Evidence-based practices (EBP) or specific models of intervention that will be utilized in the program, including the training and oversight of fidelity to the models.
3. Plans for coordination with Law Enforcement, hospitals, CSU, and other mental health agencies.
4. Validated instruments that will be utilized in service delivery or outcome measurement and the cycle of administration. **Include copies of instruments to be used as an Attachment.**
5. Goals and intended outcomes of the proposed program, how they will be measured, and the timeframe for accomplishing the goals and outcomes.
6. Describe how individuals will access services, including technology and other logistical issues. Clearly state the proposed access points for the program and the mechanisms for operation.
7. Describe the methodology to be used for telephone screening, intervention, and subsequent triage for in-person service delivery. Include strategies for prioritization when there is demand that is greater than the existing staffing.
8. Describe how the program will demonstrate cultural and linguistic competence outlined in the National CLAS Standards.

9. Described the staffing model and how the staff are appropriate to the service delivery planned.
10. Describe how staff with lived experience (consumer or family) will participate in the delivery of services.
11. Outline the training that will be provided for program personnel related to crisis evaluation, de-escalation crisis intervention, suicide prevention, compliance, cultural competence, HIPAA, etc., and any other aspects of service delivery.
12. Describe leadership or supervisory staff dedicated to ensuring adequate contract oversight and supervision of program personnel. For staff not fully dedicated to this project, describe the scope of their responsibilities.
13. Provide a detailed program implementation plan to include time frames and milestones. This should include but not be limited to: the critical pre-implementation steps needed to start the proposed program; approach to identify and respond to any anticipated challenges associated with implementation; and the indicators of readiness and strategies spread implementation across the county.

C. Proposal Template-Budget and Budget Narrative

This section shall provide information on the requested budget and cost proposal for the program, and how proposed vendor will ensure resources are appropriately used. Applicants must provide budget information, as indicated on the budget worksheet provided. Budget detail is required for personnel costs, operational costs and any administrative overhead or indirect costs. Said proposed cost shall incorporate all costs for the proposed scope of services for the total contract period. The Cost Proposal shall record only the proposed cost as required, and shall not record any other rates, amounts, or information. It shall not record any text that could be construed as a qualification of the cost proposed. If the Potential Contractor fails to specify the Cost Proposal as required, the County shall determine the proposal to be non-responsive and reject it.

The Potential Contractor must submit a written narrative describing how it seeks to generate revenue throughout the term of the contract and a proposed timeline for revenue generation.

Proposers shall complete the five budget documents in the template, including:

1. Summary budget for Start-Up Costs, Year 1, Year 2, Year 3
2. Start-Up Budget (One-time costs)
3. FY2019/20 Budget
4. FY2020/21 Budget
5. FY2021/22 Budget

Expenditures may include the following:

1. Personnel Expenses: Must include positions, salary, and "FTE" (actual percentage of time devoted to the project) for each position of staff employees allocated to the program. Salaries are fixed compensation for services performed by staff that are directly employed by the Proposer and are paid for on a regular basis.
2. Employee Benefits & Employer Payroll Taxes: Employer's contributions or expenses for social security, employee's life and health insurance plans, unemployment insurance, pension plans, and

other similar expenses. These expenses are allowable when they are included in the contract and are in accordance with the agency's approved written policies.

NOTE: Salary and fringe benefits must be pro-rated for non-full-time employees, if agency provides fringe benefits to part time employees. Salaries and Benefits of personnel involved in more than one program must be charged to each program based on the actual percentage of time spent on each program. The annualized actual percentage charged for a particular position (e.g., Project Director) cannot exceed the annual percentage approved in the award. Similarly, the dollar amount charged for a particular position also must not exceed the dollar amount in the approved award. Functional timesheets or an allocation plan must be maintained which support the time charged.

3. Operating Expenses: Necessary expenditures exclusive of personnel salaries and benefits. Such expenses include all costs associated with the delivery of the program. The expenses must be program-related (i.e., to further the program objectives) and be incurred during the contract period. County reserves the right to make the final determination if an operating expense is allowable and necessary.

4. Subcontractors: Costs associated with contracts secured by the lead agency (if applicable) for work to carry out activities in the proposal. Proposals may include up to two (2) subcontractors who may not make up more than 25% of the budget. If the Potential Contractor plans to utilize a subcontractor, the subcontractor summary budget must also be included.

5. Administrative and Indirect Costs: Shared costs that cannot be directly assigned to a particular activity, but are necessary to the operation of the Agency and the performance of the program. The costs of operating and maintaining facilities, accounting services and administrative salaries are examples of indirect costs. Indirect costs should be calculated as a percentage of salaries and benefits and operating expenses. If an agency uses an indirect cost rate above 10%, a Cost Allocation Plan that supports a higher indirect cost rate must be provided. Subcontractors are generally not included in the indirect cost calculation.

Proposer shall describe each of the costs in the cost categories including a justification of "how" and/or "why" a line item is necessary for program operations. Proposed budget line items should be defined and methodologies for determining calculations described in detail.

6. Include the name and title of the individual responsible for fiscal management and cost control. Describe this person's training, experience, and tenure in this position.

7. Describe the fiscal and operational infrastructure and experience to support this program. This may include number of employees in leadership and the fiscal department, tenure of each employee, and any relevant information that supports the depth and breadth of the fiscal and operational infrastructure of the organization. Infrastructure should be described within the context of the proposer's entire set of business that relies upon that infrastructure.

8. A statement as to whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors; and if so, an explanation providing relevant details.

In addition to the Budget and Budget Narrative, the Proposer must provide the following documentation of sufficient financial strength and resources to provide the scope of services as required.

1. The Proposer's most recent year of independent audited financial statements for a fiscal year ended within the last 24 months (2 copies). If audited financials are not available, the County will accept the agency's Form 990.
2. Documentation disclosing the amount of cash flows from operating activities for the Proposer's most current operating period (2 copies). Said documentation must indicate whether the cash flows are positive or negative. If applicable, documentation must include a detailed explanation of any factors contributing to negative cash flows.

4 EVALUATION, SELECTION AND AWARD PROCESS

4.1 Compliance

The County will review all Proposals to determine compliance with basic Proposal requirements as specified in this Proposal. Incomplete Proposals may disqualify the Proposer from further consideration in this process.

The following items will be reviewed to determine adequate proposal submission:

- Proposer is an eligible Proposer (per section 2.1)
- Proposer attended Mandatory Proposers Conference
- 1 original and 5 copies of complete proposal forms including
 - o Attachment A: Proposal Template – Cover Sheet – original copy signed in Blue ink
 - o Attachment B: Proposal Template – Qualifications and Program Narrative
 - o Attachment C: Proposal Template – Budget and Budget Narrative
 - o Attachment D: Proposal Template – Budget Narrative
 - o Attachment E: Customer Reference Statement
- Attachments, as applicable (Please note – no other attachments will be accepted or reviewed)
 - o Validated screening tools
 - o Subcontractor Statements of Commitment
 - o Cost Allocation Plan (if proposed indirect rate is above 10%)
- Most recent Audited financial statements (2 copies)
- Documentation of cash flow (2 copies)
- The Cost Proposal shall be signed and dated, and submitted to the County in a separate, sealed package from the Technical proposal.

4.2 Evaluation Process

The evaluation process is designed to recommend an award of funding to the Proposer that can best provide activities which will enhance one or more priorities identified in the Solano County MHSA Plan and the mental health services continuum. Proposals will be evaluated as set forth below.

An Evaluation Committee (EC) will evaluate all Proposals. The EC will be composed of Mental Health staff and other parties that will have relevant expertise or experience. The EC will score and recommend proposals in accordance with the evaluation criteria set forth in this RFP. Evaluation of the proposals shall be within the sole judgment and discretion of the EC.

A maximum number of points will be assigned to each Proposal Element (Program Description, Qualifications and Experience, Budget) in the Proposal Packet as follows:

Written Proposal Elements	Maximum Score
Qualifications and Experience	20 Points
Program Description	60 Points
Budget/Cost Proposal	20 Points
Total Maximum	100 Points

4.3 Proposal Review Criteria

5 Attachment/ Related Questions	Item	Possible Points	Points Total
B1	<u>Qualifications & Experience</u>		20
1-2	Proposer clearly articulates the capacity of their organization to provide the services as outlined in the RFP, including experience with community based mobile crisis.	10	
3	Proposer has appropriate leadership and the infrastructure in place to perform services and deliver data on services and outcomes.	5	
4-5	Proposer has appropriate infrastructure and quality improvement processes to manage a contract of this size.	5	
B2	<u>Program Narrative</u>		60
1-5	Proposer provides a clear description of Mobile Crisis Services activities which include all the required components. Appropriate EBPs/models and instruments are identified. Goals and outcomes are appropriate.	25	
6-8	The activities are accessible, address the needs of Solano County residents, and are culturally and linguistically appropriate.	15	
9-11	The staffing model and program implementation plan are appropriate for services proposed.	10	
12-13	The implementation plan is thorough and demonstrates the role of leadership and the activities that will ensure successful implementation and ongoing sustainability of the program.	10	
C	<u>Budget/Cost Proposal</u>		20
1	Audited Financial Statements <ul style="list-style-type: none"> • Is the agency solvent? • Current ratio of assets to liabilities (1:1 is neutral, 3:1 is very good)? • Is the opinion letter from the recent audit favorable? • Are any material weaknesses noted? • Does the agency have realistic cost allocations? 	8	
2	Internal Controls, Fiscal Procedures & Administration	2	

	<ul style="list-style-type: none"> Does the agency follow sound fiscal procedures? Does the agency’s fiscal staff appear qualified? Is the Board of Directors involved with agency decisions? Does the description list appropriate elements (i.e. double entry, accrual basis, subsidiary ledgers, systems for payroll, cash handling, equipment inventory, petty case)? 		
3	<p>Program Budget</p> <ul style="list-style-type: none"> Are costs appropriately allocated and defined in the program budget/narrative? Do the line items appear reasonable, justified, and categorized correctly? Is the percentage of administrative costs to the total program budget reasonable and justifiable? 	10	
	Total Possible Points		100

The Evaluation Committee may recommend funding for the top ranked Proposal or may recommend the top ranked Proposers be invited to make a presentation and/or participate in an in-person interview. Interviews will be worth up to 100 points, which will be added to the score of the Evaluation Committee for the initial proposal for a total score out of 200 points. The top-ranking proposer from the total of the scores will be recommended for funding.

Final selection is at the sole discretion of the County or its designee, which reserves the right to reject any or all Proposals, or to make no selection based on this RFP.

4.4 Best Value

The County will select the proposal that present the best value and is most advantageous to the County and the public. Accordingly, County may not necessarily award the proposer with the lowest price proposal if doing so would not be in the overall best interest of the County or the public. Solano County reserves the right to expand or reduce the proposed scope of work during the contracting process based on budget constraints and to award to a single or multiple proposers.

5 CONTRACT INFORMATION

5.1 Contract Qualifications

Complete a statement of acknowledgment (Attachment A-Proposal form, page 1) that the Proposer has reviewed the Proposed Solano County Standard Contract (Attachment F) and has accepted it with or without qualification. If the Proposer makes qualifications, those qualifications must be identified and listed along with suggested modifications to the contract. (Note: Contract Exhibits A and

B - the scope of work and budget - will be finalized during the contracting process.) If the Proposer makes no qualifications to the Standard Contract, including its exhibits, then it shall be deemed that the Proposer accepts these items without reservation or any qualifications.

5.2 Contract Term/Duration

A contract that results from this RFP may be awarded through June 2022 with possible extensions up to five years total.

Note: The timeframe above is estimated. The award of funds does not authorize work to begin. Contracts must be fully executed before services can begin. In addition, services cannot begin prior to the contracted start date.

The County reserves the right to extend this Contract for an additional period or periods of time representing increments of no more than one year and a total contract term of no more than five (5) years, provided that the County notifies the Contractor in writing of its intention to do so at least 30 days prior to the contract expiration date. An extension of the term of this Contract will be affected through an amendment to the Contract. If the extension of the Contract necessitates additional funding beyond that which was included in the original Contract, the increase in the County's maximum liability will also be affected through an amendment to the Contract and shall be based upon rates provided for in the original contract and proposal.

5.3 Funding and Payment Structure

As described in Section 1.4, funding is available through this RFP in the amount \$200,000 for FY 19/20, and up to \$2,000,000 for each FY with the first year prorated to start date.

The contract to be negotiated will be a cost reimbursable contract, unless another methodology is requested in the proposal and accepted by Solano County during contract negotiations. Funding will be negotiated and allocated based on the proposal submitted, and reimbursement for the program/services will be based on actual costs incurred. All costs such as personnel, subcontractors, operating expenses and indirect costs must be reflected in the proposed budget.

5.5 Contract Award Process

- A. After the evaluation of proposals and final consideration of all pertinent information available, Solano County Behavioral Health will either reject all proposals or issue a written notice of intent to award. The notice shall not create rights, interests, or claims of entitlement in the apparent best evaluated proposers.
- B. This RFP, its attachments, submitted questions and their answers, and the proposals from the best evaluated proposers shall be incorporated into the final contract.
- C. The apparent best evaluated proposers should be prepared to enter into a contract with Solano County which shall be substantially the same as the Standard Contract included in Attachment B to this RFP. Notwithstanding, Solano County reserves the right to add terms and conditions, deemed to be in the best interest of the County, during final contract negotiations.
- D. Contracts must be fully executed before services can begin. Services cannot begin prior to the contracted start date.
- E. If a proposer fails to sign and return the contract drawn pursuant to this RFP and final contract negotiations within 14 days of its delivery to the proposer, Solano County may cancel the award and award the contract to the next best evaluated proposer.

6 TERMS AND CONDITIONS

6.1 Protests and Appeals

Any actual proposer who believes that the process was not conducted per the instructions provided in this RFP and wishes to protest the notice of intent to award may submit a protest in writing to the RFP Coordinator within 7 calendar days after such proposer knows or should have known of the facts giving rise to the protest, but in no event later than 7 calendar days after the date of the notice of intent to award. All letters of protest shall clearly identify the reasons and basis for the protest. The protest must also state the law, rule, regulation, or policy upon which the protest is based. The County will issue a written decision within 10 working days after receipt of the protest which shall include the reason for the action taken and the process for appealing the decision.

6.2 County Purchasing Policy

The County's Purchasing & Contracting Policy Manual, found at [Purchasing and Contracting Manual Solano County](#) is fully incorporated into and made a part of this RFP by this reference and governs this RFP.

6.3 RFP Amendment, Cancellation and Right of Rejection.

Solano County reserves the unilateral right to amend this RFP in writing at any time by posting the amendment on the Solano County Health and Social Services website. Proposers are responsible to view the website periodically for any amendments to the RFP. Proposers shall respond to the final written RFP and any exhibits, attachments, and amendments.

- A. Solano County also reserves the right, in its sole discretion, to reject any and all Proposals or to cancel or reissue the RFP.
- B. Solano County reserves the right, in its sole discretion, to waive variances in Proposals provided such action is in the best interest of County. Where Solano County waives minor variances in Proposals, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP. Notwithstanding any minor variance, Solano County may hold any Proposal to strict compliance with the RFP.

6.4 Confidentiality

Solano County will retain a master copy of each response to this RFP, which responses will become a public record after the award of a contract unless the qualifications or specific parts of the qualifications can be shown to be exempt by law under Government Code section 6250 et seq. Proposers may clearly label part of a submittal as "CONFIDENTIAL" if the Proposer agrees to indemnify and defend the County for honoring such a designation. The failure to have so labeled any information shall constitute a complete waiver of all claims for damages caused by any release of the information. If a public records request for labeled information is received by the County, the County will notify the proposer of the request and delay access to the material until 7 working days after notification to the proposer. Within that time delay, it will be the proposer's duty to act in protection of its labeled information. Failure to so act shall constitute a complete waiver.

6.5 Reservation of Rights

- A. Solano County reserves the right to reject any and all bids, or to cancel this RFP in part or in its entirety.

- B. Solano County reserves the right to waive any variances in proposals provided such action is in the best interest of Solano County.
- C. Solano County reserves the right to amend this RFP at any time. Solano County also reserves the right to cancel or reissue the RFP at its sole discretion.
- D. Any bid received which does not meet the requirements of this RFP, may be considered to be non-responsive, and may be rejected. Solano County may reject any bid that does not comply with all of the terms, conditions, and performance requirements of this RFP.
- E. Solano County reserves the right to cancel any award and re-solicit bids for services herein specified due to the increased or added costs, if in its opinion increased prices are greater than those of the general market.
- F. Solano County reserves the right to cancel any award and re-solicit bids in the event services cannot commence with ten (10) days after the specified date for start of work.
- G. Solano County reserves the right to reject any and all proposals considered not to be in the best interest of Solano County.
- H. Solano County reserves the right to waive any and all minor irregularities in bids.
- I. Solano County reserves the right to reduce or increase any specification, in whole or in part due to budget constraints.

END OF REQUEST FOR PROPOSALS