




The Center for Health Care Services

SUBJECT: Request for Proposal (RFP) for Crisis Hotline Services, **RFP 2019-005**, Scheduled to Open: **March 14, 2019**; Date of Issue: **February 21, 2019**

FROM: Adam Velez 
Director, Contracting and Procurement

DATE: February 22, 2019

THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED REQUEST FOR PROPOSAL

THE ABOVE MENTIONED REQUEST FOR PROPOSAL IS HEREBY AMENDED AS FOLLOWS:

1. Add: RFP Section 004 – Scope of Services – The hotline shall be answered by a trained Qualified Mental Health Professional (QMHP-CS), who will assess the nature and seriousness of the call. Contractor agrees to employ only individuals who at a minimum meet the qualifications of a Qualified Mental Health Professional (QMHP-CS) as defined by the Texas Health & Human Services Commission. It is understood that from time to time the Provider may need to employ “contracted or pool” employees to ensure quality services. It is the Provider’s responsibility to ensure that these individuals: (1) meet minimum requirements referenced above; (2) that they have been trained in the crisis on-call protocol; (3) demonstrate competency in the work to be performed; and (4) are clinically supervised by a Licensed Practitioner of the Healing Arts.
2. Add: RFP Section 004 – Scope of Services – The contractor shall enter required data into The Center’s electronic medical record (“EMR), in a manner and timeframes established by the Center, The contractor agrees to comply with all related database training, protocols and monitoring.
3. Replace: RFP Attachment B – Price Schedule with revised attachment within RFP, revised on 2/22/19.

All other RFP conditions remain unchanged.

RFP documents may be downloaded from <http://www.chcsbc.org/contracting-opportunities/>