



The Center for Health Care Services

SUBJECT: Request for Proposal (RFP) for Crisis Hotline Services, **RFP 2019-005**, Scheduled to Open: **March 22, 2019**; Date of Issue: **February 21, 2019**

FROM: Adam Velez 
Director, Contracting and Procurement

DATE: March 15, 2019

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

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 010, RESTRICTIONS ON COMMUNICATION:

On February 27, 2019, the Center for Health Care Services hosted a Pre-Submittal Conference to provide information and clarification for the RFP for Crisis Hotline Services. Below is a list of questions asked during the Pre-Submittal Conference and via email. The Center's official response to questions asked is as follows:

Question 1: What is the anticipated call volume?

Response: The Center's average range of calls is 2500 – 3500.

Question 2: What kind of calls are anticipated or services offered?

Response: Approximately 600 to 800 calls require an assessment; 1500 to 2000 calls are information only or non-assessment calls; 250 to 350 calls require forward to with MCOT, CMOT or law enforcement/first responder.

Question 3: You mentioned appointments, will the crisis hotline be responsible for the scheduling of appointments?

Response: No.

Question 4: What is the current data system used by the Center?

Response: The Center currently uses Anasazi and Cerner.

Question 5: When will the award be announced?

Response: The Center anticipates notification of award to take place in June 2019.

Question 6: Can you identify peak call times/trends?

Response: Tuesday – Thursday from 11 A.M. – 7 P.M. experience heavier call volume, however, peak times and trends can vary.

Question 7: What kind of assurances is given for IT support from CHCS to make sure the EMR is accessible at the contract locations?

Response: The Center's IT helpdesk will be made available for assistance.

Question 8: According to TAC Title 25 Part 1 Chapter 412 Subchapter G Division 2 Rule 412.314 Access to Mental Health Community Services, "the call must be answered by a staff member within 30 seconds, on average, at least 95 percent of the time". In the RFP it says "Calls will be answered within 30 seconds". Will the vendor be required to exceed the state TAC standard in order to meet the contract?

Response: Please refer to Section 004 – Scope of Services, Paragraph 6.

Question 9: Is there a page limit?

Response: Responses to this solicitation should include information in sufficient detail to address the respondent's ability to perform the services being requested and provide the Center with enough information to properly evaluate proposals.

Question 10: Are we able to attach other supporting documents to the application?

Response: Please see answer to Question No. 9.

Question 11: If we have suggestions for further collaboration as an extension/accentuation of this opportunity, is there a place within the application that you would recommend we add that to?

Response: Please see answer to Question No. 10 within RFP Attachment A, Part Three, Proposed Plan.

Question 12: Does "System database" refer to The Center's database or to the crisis hotline service (contractor) database?

Response: The system database refers to the database in which the awarded contractor should enter information. This database will serve as the report provided to the Center.

Question 13: Is the contractor required to enter a call into the Center's database directly or provide a crisis log to The Center?

Response: Please refer to Section 004 – Scope of Services, Paragraph No. 6, 7 & 8.

Question 14: How is information uploaded into the Center's database?

Response: Please see response to Question No. 12 and 13.

Question 15: What data is required on the Monthly Usage and Disposition Reports?

Response: The Center requires the following: total number of calls, breakdown of assessment calls versus information only calls, number of calls referencing adults and number referencing children.

Question 16: Does the Center provide the final contract or will the subcontractor provide the final contract?

Response: The Center will draft the service contract.

Question 17: How many calls were documented in any recent 12 month period?

Response: Approximately 35,000 were documented in the recent 12 month period.

Question 18: When does the contract start?

Response: The Center anticipates a contract start date of July 1, 2019.

All other RFP conditions remain unchanged.

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