



THE CENTER FOR HEALTH CARE SERVICES

REQUEST FOR PROPOSALS ("RFP") (RFP-2023-015)

Enrollment Screening Hotline Services

Release Date: 09/01/2023

Revised: 09/27/2023

Proposal Due Date: 10/11/2023 at 12:00PM CST

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003 - BACKGROUND

The Bexar County Board of Trustees for Mental Health Mental Retardation Services d/b/a The Center for Health Care Services ("CENTER") is a 1000+ employee, multi-facility community mental health and mental retardation Center created under the authority of Section 534.001 of the Texas Health and Safety Code by its sponsoring agencies, Bexar County and the Bexar County Hospital District d/b/a the University Health System. The CENTER has been providing services to Bexar County residents experiencing mental health, intellectual developmental disabilities and/or substance use issues for over fifty years and is the Texas Health and Human Services Commission-designated Local Mental Health Authority for Bexar County, Texas. The CENTER is considered a quasi-governmental entity, a political subdivision of the state of Texas, but is not a Texas state agency. The CENTER'S administrative offices are located at 6800 Park Ten Blvd. Suite 200-S, San Antonio, Texas 78213.

004 - SCOPE OF SERVICES

The Center for Health Care Services ("CHCS", "Center") is seeking qualified firms to provide Enrollment Screening Hotline services as outlined in the scope of services below.

I. Administrative Requirements

1. The CONTRACT AWARDEE shall provide a single, dedicated, toll-free hotline number that will be have one hundred percent (100%) of calls answered by a qualified and trained individual Monday through Friday from 7:00 AM to 5:30 PM Central Standard Time (CST).
2. The CONTRACT AWARDEE shall provide all personnel, equipment, tools, materials, supervision, and other services necessary to operate an enrollment screening hotline to service callers for the CENTER Monday through Friday from 7:00 AM to 5:30 PM CST.
3. The CONTRACT AWARDEE shall conduct criminal history record checks on CONTRACT AWARDEE's employees, whose duties place them in direct contact with clients in accordance with Tex. Health & Safety Code §533.007 and Chapter 250, the Texas Government Code Chapter 411.115, and 25 Texas Administrative Code Chapter 414, Subchapter K, prior to the employee providing services and routinely thereafter, as required by state and federal law and regulations. Should any employee have a criminal history/conviction relevant to its employment then the CONTRACT AWARDEE shall immediately remove the employee from any direct contact with clients/consumers. If CONTRACT AWARDEE's employee has such a conviction, and CONTRACT AWARDEE fails to remove such employee, then the contract may be terminated without prior notice.
4. The CONTRACT AWARDEE shall maintain a call routing system for appropriate call screening that include the following screening areas:
 - a. Self-Harm;
 - b. Suicidal Ideation;
 - c. Homicidal Ideation
 - d. Psychosis; and
 - e. Substance Abuse.
5. The CONTRACT AWARDEE shall maintain the ability to serve hearing impaired as well as non-English proficient callers.
6. The CONTRACT AWARDEE shall own and be responsible for maintenance of the recording equipment and preservation of the recordings and any protected health information that may be stored therein. Recordings are to be maintained for a minimum of seven (7) years from the date of termination of the awarded contract.
7. The CONTRACT AWARDEE shall comply with all related database training, protocols, and monitoring and ensure staff complete all training as required by CENTER, Texas Health and Human Services, Texas Administrative Code, and all other applicable regulatory and licensing bodies.

8. The CONTRACT AWARDEE shall provide CENTER with training records as requested. Required training shall be completed prior to providing services.
9. The CONTRACT AWARDEE shall ensure that appropriate representatives of CONTRACT AWARDEE's staff attend meetings or conference calls when requested by the CENTER. The CENTER will notify CONTRACT AWARDEE in advance of the date(s) of the meeting or conference call.
10. The CONTRACT AWARDEE shall submit a monthly Usage and Disposition report of all calls entered into the CENTER's electronic medical records (EMR) system, to include metrics required by the CENTER to meet internal and external reporting requirements.
11. The CONTRACT AWARDEE shall send monthly Usage and Disposition Reports to the CENTER by the 10th business day of the following month via email to the CENTER designee.
12. The CONTRACT AWARDEE shall require staff to report any allegations of abuse and neglect in accordance with applicable state laws and rules of the Texas Health & Human Services Commission and Texas Department of Family and Protective Services.
13. The CONTRACT AWARDEE shall adopt and implement policies which capture the spirit and intent of the workplace guidelines adopted by the State, and AIDS/HIV confidentiality guidelines, consistent with state and federal law.
14. The CONTRACT AWARDEE shall retain all records pertinent to an awarded contract for a period of six (6) years from the expiration or termination of the contract.
15. The CONTRACT AWARDEE shall establish and conduct corporate compliance reviews, assessments, and implement systematic processes to assess corporate compliance issues, take corrective measures, and continually monitor compliance of its enrollment screening program, as evidenced in their current Quality Assurance Program.
16. The CONTRACT AWARDEE shall comply with the CENTER's quality improvement standards for Consumer services, charts, records, program fidelity requirements and risk management, including incident reports, and shall complete a Plan of Improvement in a form specified by The CENTER if quality management targets are not met.
17. The CONTRACT AWARDEE shall comply with relevant standards, including those set out by RFP 2023-015, the State of Texas' Community Mental Health Standards, the Texas Administrative Code (especially 26 Texas Administrative Code, Chapter 301, Subchapter G Mental Health Community Services Standards), the Texas Health & Human Services Commission, certifications, accreditations, licenses, and any other professional and educational qualifications as required, throughout the term of the contract.
18. The CONTRACT AWARDEE shall be accredited, as an entity, by the American Association of Suicidology ("AAS"), meeting the minimum scoring requirements and other standards required by the Texas Health & Human Services Commission.

19. The CONTRACT AWARDEE shall report to The CENTER any allegation that any person providing services has had his/her license, certification, accreditation or other qualification revoked or has committed an action that constitutes grounds for the denial or revocation of such by the issuing agency. Failure by CONTRACT AWARDEE to report such denial or revocation to the CENTER or to remove such person from providing services shall constitute grounds for immediate termination of the contract by The CENTER.
20. The CONTRACT AWARDEE shall, pursuant to the Texas Health and Safety Code Section 534.060, allow the State, including the Office of the State Auditor, CENTER its representatives, including independent financial auditors, or other authorized governmental agencies unrestricted access to all facilities, data, and other information under control of the Successful Bidder, as necessary, to enable the State or the CENTER to audit, monitor, and review all financial or programmatic activities in services associated with an awarded contract.
21. The CONTRACT AWARDEE shall acknowledge CONTRACT AWARDEE may receive from the CENTER, or may receive or create on behalf of the CENTER, certain confidential health or medical information ("Protected Health Information" or "PHI"). This PHI is subject to protection under and it is the intent of the parties to be in full compliance with state and federal law, including the Health Insurance Portability and Accountability Act, Texas Health and Safety Code Chapter 181, and implementing regulations issued pursuant thereto, and the requirements of Division A, Title XIII of the American Recovery and Reinvestment Act of 2009, subtitled the Health Information Technology for Economic and Clinical Health Act, Pub. L. No. 111-005 ("HITECH Act"), and their implementing regulations (collectively "HIPAA" herein) to the extent such law and regulations apply during the term hereof.
22. The CONTRACT AWARDEE shall hold all protected health information ("PHI") confidential except to the extent that disclosure is required by Federal or State Law, including the Texas Public Information Act, Chapter 552, and Texas Government Code. TEX. GOV'T CODE ANN. §§ 552.001 et seq., as amended. PHI is defined in 45 CFR § 164.501 and is limited to information created or received by the CONTRACT AWARDEE from or on behalf of The CENTER.
23. The CONTRACT AWARDEE shall report to the CENTER any use or disclosure of PHI not permitted or required herein, or any actual or suspected breach of security or intrusion, within 24 hours of such use, disclosure or breach and shall permit the CENTER to investigate any such report and to examine CONTRACT AWARDEE's premises, records and practices and interview/examine personnel.
24. The CONTRACT AWARDEE shall take prompt corrective action to cure any such deficiencies and any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations. To the extent that CONTRACT AWARDEE uses one or more subcontracts or agents to provide services hereunder, the CONTRACT AWARDEE shall ensure that any agents, including subcontractors, to whom it provides PHI, including ePHI, received from, or created or received by CONTRACT AWARDEE on behalf of the CENTER agrees to the same restrictions and conditions that apply to CONTRACT AWARDEE with respect to such information and further signs an agreement with CONTRACT AWARDEE containing substantially the same provisions as this Article and identifying the CENTER as a third party beneficiary with rights of enforcement and indemnification from such subcontractors or agents in the event of violation. This provision

shall not be construed to grant CONTRACT AWARDEE the right to use subcontractors or agents, in contradiction of other provisions contained in the contract.

25. The CONTRACT AWARDEE may not transmit PHI over the internet or any other insecure or open communication channel unless such information is encrypted or otherwise safeguarded using procedures no less stringent than those described in HIPAA. If the CONTRACT AWARDEE stores or maintains PHI in encrypted form, the CONTRACT AWARDEE shall, promptly at The CENTER's request, provide the CENTER with the key or keys to decrypt such information.
26. The CONTRACT AWARDEE shall, upon termination of the contract for any reason, return to the CENTER, or at The CENTER's direction, destroy all PHI received from, or created or received by CONTRACT AWARDEE exclusively on behalf of the CENTER that CONTRACT AWARDEE still maintains in any form and retain no copies of such information. If such return or destruction is not feasible, the CONTRACT AWARDEE shall extend the protections of the contract and HIPAA to the information and shall limit further uses and disclosures to those purposes that make the return or destruction of the information infeasible. The obligations of the CONTRACT AWARDEE relative to, and the provisions contained in this section shall survive termination and be ongoing.
27. In the event that the CENTER is required to furnish information or records pursuant to the Texas Public Information Act, the CONTRACT AWARDEE shall furnish all such information and records to the CENTER and CENTER shall have the right to release such information and records, subject to successfully exerted exceptions to the Texas Public Information Act by the CONTRACT AWARDEE.
28. To the extent allowed by law, the CONTRACT AWARDEE agrees to keep all client information confidential in accordance with all applicable state and federal laws, statutes, regulations, and Texas Health & Human Services Commission rules protecting the confidentiality of such information, including 42 C.F.R. Part 2.
29. The CONTRACT AWARDEE agrees to institute appropriate procedures for safeguarding client information, especially client identifying information. The term "client identifying information" includes, but is not limited to, a client's medical record, graphs, or charts; statements made by the client, either orally or in writing, while receiving services; photographs, videotapes, etc., and any acknowledgement that a person is or has been a client of the facility, the CENTER, or other designated provider.
30. Under no circumstances, subcontract any services until approval of such subcontractors are approved by the CENTER in writing. Any subcontractors or employees of CONTRACT AWARDEE are the direct responsibility of the CONTRACT AWARDEE and shall be subject to the same standards of service as is CONTRACT AWARDEE.

31. The CONTRACT AWARDEE shall have a minimum capacity of three (3) simultaneous inbound calls.

32. The CONTRACT AWARDEE's call center, if applicable, should be located in the Continental United States.

II. Staffing Requirements

1. The CONTRACT AWARDEE shall ensure hotline shall be answered by a trained Qualified Mental Health Professional (QMHP-CS), who will screen the caller.
2. The CONTRACT AWARDEE shall staff the hotline with a sufficient number of Qualified Mental Health Professionals (QMHP-CS) and Crisis Support Staff, as defined by the Health and Human Services Commission (HHS) Information Item V (available at <https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/behavioral-health-provider/community-mh-contracts/info-item-v.pdf>), necessary to meet the performance requirements of this Scope of Services. CONTRACT AWARDEE agrees to employ only individuals who at a minimum meet the qualifications of a QMHP-CS or Crisis Support Staff, 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.
 - a. If CONTRACT AWARDEE intends to utilize Crisis Support Staff to carry out any of the functions listed within this Scope of Service, a protocol for call routing in the event of a crisis must be provided and approved by the Center prior to service delivery by Crisis Support Staff.

III. Service Requirements

CONTRACT AWARDEE shall ensure its enrollment screening hotline staff:

1. Answer all calls within thirty (30) seconds and not place calls on "hold."
2. Utilize the CENTER'S screening form located in the CENTER'S EMR system to conduct assessments and CENTER-approved script to provide information including referrals to appropriate community resources, available providers of assistance, services and care.
3. Answering the hotline are trained Qualified Mental Health Professional (QMHP-CS), who will screen every caller, including new consumers (not seen in past 6 months and ages 12 and up) to measure acuity of the call and route the call as needed. Areas screened shall include:
 - a. Self-harm;
 - b. Suicidal Ideation;
 - c. Homicidal Ideation;
 - d. Psychosis; and
 - e. Substance Abuse.
4. Following Screening, rate the Acuity level of the caller as one of the following, as defined by the Health and Human Services Commission (HHS) Information Item V (available at <https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/provider-portal/behavioral-health-provider/community-mh-contracts/info-item-v.pdf>):

- a. Routine - Same Day/ Next Day Enrollment
 - b. Urgent - Seen within 8 hours so if early in the day of screening or preferred slot. Once enrolled they are given the earliest appointment available with a provider.
 - c. Emergent - Referred to Crisis Hotline or CHCS' Crisis team for immediate care.
5. Enter required data into the CENTER's EMR, in the manner and timeframes established by the CENTER.
 6. Enter a call when an assessment is completed into the CENTER's database.
 7. Upon conclusion of the enrollment screening call, provide a link to the consumer to access the "Virtual Waiting Room" where the consumer will begin the Financial Eligibility Screening process with a designated CENTER staff. (Applies in instances when individual is going to complete a virtual enrollment only.) Link shall be provided to CONTRACT AWARDEE prior to commencement of work under the contract.
 8. Report any allegations of abuse and neglect in accordance with applicable state laws and rules of the Texas Health & Human Services Commission and Texas Department of Family and Protective Services.

005 - ASSURANCES

The Proposer assures the following (signature required):

1. That all addenda and attachments to the RFP as distributed by CENTER have been received.
2. No attempt will be made by the Proposer to induce any person or firm to submit or not to submit a Proposal, unless so described in the RFP document.
3. The Proposer does not discriminate in its services or employment practices on the basis of race, color, religion, sex, sexual orientation, national origin, disability, veteran status, or age.
4. That no employee of CENTER or Department of State Health Services ("DSHS"), and no member of CENTER's Board of Trustees will directly or indirectly receive any pecuniary interest from an award of the proposed contract. If the Proposer is unable to make the affirmation, then the Proposal must disclose any knowledge of such interests.
5. Proposer accepts the terms, conditions, criteria, and requirements set forth in the RFP.
6. Proposer accepts CENTER's right to cancel the RFP at any time prior to contract award.
7. Proposer accepts CENTER's right to alter the timetables for procurement as set forth in the RFP.
8. The Proposal submitted by the Proposer has been arrived at independently without consultation, communication, or agreement with another party for the purpose of restricting competition.
9. Unless otherwise required by law, the information in the Proposal submitted by the Proposer has not been knowingly disclosed by the Proposer to any other Proposer prior to the notice of intent to award.
10. No claim will be made to CENTER for payment to cover costs incurred in the preparation of the submission of the Proposal or any other associated costs.
11. CENTER has the right to complete background checks and to verify information submitted by a Proposer.
12. The individual signing this document and the contract is authorized to legally bind the Proposer.
13. The address submitted by the Proposer to be used for all notices sent by CENTER is current and correct.
14. All cost and pricing information is reflected in the Proposal documents or attachments.
15. That the Proposer is not currently held in abeyance or barred from the award of a federal or state contract.
16. That the Proposer is not currently delinquent in its payments of any franchise tax or state tax owed to the state of Texas, pursuant to Texas Business Corporation Act, Texas Civil Statutes, Article 2.45.
17. Proposer shall disclose whether any of the directors or personnel of Proposer has either been an employee or a trustee of CENTER within the past two (2) years preceding the date of submission of the Proposal. This requirement applies to all personnel, whether or not identified as key personnel. If such employment has existed, or term of office served as trustee, the Proposer shall state in an attached writing the nature and time of the affiliations as defined.
18. Proposer shall identify in an attached writing any trustee or employee of CENTER who has a financial interest in Proposer or who is related within the second degree by consanguinity or affinity to a person having such financial interest. Such disclosure shall include a complete statement of the nature of such financial interest and the relationship, if applicable. Moreover, Proposer shall state in an attached writing whether any of its directors or personnel knowingly has had a personal relationship with employees or officers of CENTER within the past two (2) years that may interfere with fair competition.
19. No current or former employee or officer of a federal, state, or local governmental agency, and/or The CENTER directly or indirectly aided or attempted to aid in the procurement of Proposer's services.
20. Proposer shall disclose in an attached writing the name of every CENTER key person with whom Proposer is doing business or has done business during the 365 day period immediately prior to the date on which the Proposal is due; failure to include such a disclosure will be a binding representation by Proposer that the natural person executing the Proposal has no knowledge of any CENTER key persons with whom Proposer is doing business or has done business during the 365 day period prior to the immediate date on which the Proposal is due.
21. Under Section 231.006 of the Texas Family Code, the vendor or Proposer certifies that the individual or business entity named in this Proposal is not ineligible to receive the specified grant, loan, or payment and acknowledges that this contract may be terminated, and payment may be withheld if this certification is inaccurate.
22. Proposer has no conflict of interest and meets the standards of conduct requirements pursuant to Texas Administrative Code Section 412.54(c).
23. That all information provided in the Proposal is true and correct.

Company Name: _____

Contact Person: _____

Address: _____

Telephone: _____

Signature: _____

Printed Name of Signing Authority

Date

006 - TERM OF CONTRACT

The anticipated term for a contract awarded in response to this RFP is three (3) years. The Center shall have the option to renew under the same terms and conditions for up to two (2) additional one (1) year extensions. All renewals shall be in writing and signed by President/CEO, or their designee, after approval by The Center's Board of Trustees. The Center may terminate a contract at any time if funds are restricted, withdrawn, not approved or for unsatisfactory service.

007 - PRE-SUBMITTAL CONFERENCE

A Pre-Submittal Conference will be held at The Center for Health Care Services, located at 6800 Park Ten Blvd. Suite 200-S, 2nd Floor, San Antonio, Texas 78213 at 11:00 AM Central Standard Time (CST), on September 7, 2023.

This meeting place is accessible to disabled persons. The Center for Health Care Services, Conference Room 271 is wheelchair accessible. The accessible entrance is located at 6800 Park Ten Blvd. Suite 200-S. Accessible parking spaces are located at 6800 Park Ten Blvd. Suite 200-S. Respondents that are unable to attend in person may participate by Conference Call. Respondents may call the toll-free number listed below and enter access code to participate the day of the conference.

Dial-In Toll Telephone Number: 210-714-4201

Dial-In Toll-Free Telephone Number: 1-800-717-4201

Access Code: 18015 #

Bidders are encouraged to prepare and submit their questions in writing in advance of the Pre-Submittal Conference in order to expedite the proceedings.

Respondents may submit their Questions pertaining to this RFP to Chelsey Turner, Contract Administrator, by email to CTurner@chcsbc.org, please carbon copy contracts@chcsbc.org before September 22, 2023 at 12:00 p.m. Central Standard Time. Please refrain from contacting The Center's Board of Trustees members during the search process and direct all inquiries to the contact person listed above. Only those written questions received prior to the September 22, 2023 at 12:00 p.m. deadline will be addressed.

Any oral response given at the Pre-Submittal Conference that is not confirmed in writing and posted with this solicitation shall not be official or binding on The Center. Only written responses shall be official and all other forms of communication with any officer, employee or agent of The Center shall not be binding on The Center. Respondents are encouraged to resubmit their questions in writing, to The Center Staff person identified in the Restrictions on Communication section, after the conclusion of the Pre-Submittal Conference.

008 - PROPOSAL REQUIREMENTS

Respondent's Proposal shall include the following items in the following sequence, noted with the appropriate heading as indicated below. Submitted proposals 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.

Respondents must submit a hard copy proposal. Submit one original, signed in ink and five (5) copies of the proposal and one USB containing a copy of the entire proposal in Microsoft Word format.

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EXECUTIVE SUMMARY. The summary shall include a statement of the work to be accomplished, how Respondent proposes to accomplish and perform each specific service and unique problems perceived by Respondent and their solutions.

GENERAL INFORMATION FORM. Use the Form found in this RFP as Attachment A, Part One.

EXPERIENCE, BACKGROUND & QUALIFICATIONS. Use the Form found in this RFP as Attachment A, Part Two.

PROPOSED PLAN. Use the Form found in this RFP as Attachment A, Part Three.

PRICING SCHEDULE. Use the Pricing Schedule that is found in this RFP as Attachment B.

PROOF OF INSURABILITY. Respondent shall submit a copy of their current insurance certificate.

SIGNATURE PAGE. Respondent must complete, sign and submit the Signature Page found in this RFP as Attachment D. The Signature Page must be signed by a person, or persons, authorized to bind the entity, or entities, submitting the proposal. Proposals signed by a person other than an officer of a corporate respondent or partner of partnership respondent shall be accompanied by evidence of authority.

PROPOSAL CHECKLIST. Complete and submit the Proposal Checklist found in this RFP as Attachment E.

Respondent is expected to examine this RFP carefully, understand the terms and conditions for providing the services listed herein and respond completely. FAILURE TO COMPLETE AND PROVIDE ANY OF THESE PROPOSAL REQUIREMENTS MAY RESULT IN THE RESPONDENT'S PROPOSAL BEING DEEMED NON-RESPONSIVE AND THEREFORE DISQUALIFIED FROM CONSIDERATION.

The CONTRACT AWARDEE shall, at its own expense, conduct criminal background checks on all personnel and subcontractors assigned to provide services on CENTER property. The background checks must satisfy the requirements of The CENTER's licensing and regulatory agencies. Proof that such checks have been conducted will be provided by the CONTRACT AWARDEE to The CENTER upon request.

The Proposer must indicate whether or not it will be subcontracting portion(s) of services contained in this RFP's Scope of Services. If so, indicate the name of the subcontractor and the portion of the work, which will be subcontracted. Provide the subcontractor's qualifications that meet the requirements of the Scope of Services. The CENTER reserves the right to refuse the selection of any subcontractor(s) by CONTRACT AWARDEE for reasonable cause.

Invoices shall be issued on a time and material basis for services rendered. The CENTER will pay invoices within 30 days of receipt (commercial credit) only after services have been performed. The CONTRACT AWARDEE shall invoice each facility separately with individual invoices to include credits (if any) in the same invoice. The CENTER is a tax exempt entity.

009 - SUBMISSION OF PROPOSAL

Please complete all questions in the order that they are presented in this Request for Proposal ("RFP"). Include all questions and question numbers in your responses. Any additional comments or information may be provided at the end of your answers to all proposal questions. If a question does not apply to the Proposer, simply and clearly document "N/A". Scoring and evaluation is based on completed questions. Unanswered questions will be considered omissions. The CENTER reserves the right to review only completed Proposals. The Center reserves the right to hold subsequent face to face or telephone interviews for clarification and/or negotiation purposes. Interviews will not be solicited for the purpose of completing incomplete Proposals. Multiple omissions and/or incomplete responses may result in disqualification.

Instructions for Submitting Proposals

Respondents may submit their Questions pertaining to this RFP to Chelsey Turner, Contract Administrator, by email to CTurner@chcsbc.org, please carbon copy contracts@chcsbc.org before September 22, 2023 at 12:00 P.M Central Standard Time. Please refrain from contacting The Center's Board of Trustees members during the search process and direct all inquiries to the contact person listed above. Only those written questions received prior to the June 26, 2023 at 12:00 P.M. Central Standard Time deadline will be addressed.

Respondent shall submit one (1) original, signed in ink, five (5) hard copies and one (1) USB drive which contains the Proposal in Microsoft Word or PDF format in a sealed package clearly marked with the project name, "**Enrollment Screening Hotline Services, RFP 2023-015**" on the front of the package by no later than **12:00 P.M. Central Standard Time, on October 11, 2023.** Responses may be delivered by regular mail, special carrier, or hand delivery to The Center's administrative offices at 6800 Park Ten Blvd. Suite 200-S, San Antonio, Texas, 78213. Submission of bids by telephone, facsimile transmission or e-mail will not be accepted. Untimely proposals will be rejected and/or returned unopened. Proposals may be withdrawn at any time prior to actual contract award. The Center reserves the right to reject any and all proposals, to waive technicalities, and to accept any advantages deemed beneficial to The Center and its consumers. It is The Center's intent to evaluate proposals, and/or services in order to achieve the best value for Center employees and operations. Interviews or site visits may be conducted to further evaluate competitive proposals, and to select one or more proposals as finalists for consideration for award of a contract. Each firm which submits a complete proposal but is not awarded a contract will be notified in writing that the proposal is no longer being considered. Any information contained in the proposal that is deemed to be proprietary in nature must clearly be so designated in the proposal. Such information may be subject to disclosure under the Public Information Act on opinions from the Texas Attorney General's office.

Modified Proposals. Proposals may be modified provided such modifications are received prior to the due date for submission of proposals and submitted in the same manner as original proposal. For hard copy proposals, provide a cover letter with the proposal, indicating it is a modified proposal and that the Original proposal is being withdrawn.

Correct Legal Name.

Respondents who submit proposals to this RFP shall correctly state the true and correct name of the individual, proprietorship, corporation, and /or partnership (clearly identifying the responsible general partner and all other partners who would be associated with the contract, if any). No nicknames, abbreviations (unless part of the legal title), shortened or short-hand, or local "handles" will be accepted in lieu of the full, true and correct legal name of the entity. These names shall comport exactly with the corporate and franchise records of the Texas Secretary of State and Texas Comptroller of Public Accounts. Individuals and proprietorships, if operating under other than an individual name, shall match with exact Assumed Name filings. Corporate Respondents and limited liability company Respondents shall include the 11-digit Comptroller's Taxpayer Number on the General Information form found in this RFP as Attachment A.

If an entity is found to have incorrectly or incompletely stated its name or failed to fully reveal its identity on the General Information form, the Senior Director of Contracting & Procurement shall have the discretion, at any point in the contracting process, to suspend consideration of the proposal.

Firm Offer. All provisions in Respondent's proposal, including any estimated or projected costs, shall remain valid for one hundred and twenty (120) days following the deadline date for submissions or, if a proposal is accepted, throughout the entire term of the contract.

Confidential or Proprietary Information. The entire response to this Request for Proposal shall be subject to disclosure under the Texas Public Information Act, Chapter 552 of the Texas Government Code. If the applicant believes information contained therein is legally excepted from disclosure under the Texas Public Information Act, the applicant should conspicuously (via bolding, highlighting and/or enlarged font) mark those portions of its response as confidential or proprietary and submit such information under seal. Such information may still be subject to disclosure under the Public Information Act depending on determinations of the Texas the Attorney General's office.

Cost of Proposal. Any cost or expense incurred by the Respondent that is associated with the preparation of the Proposal, the Pre-Submittal conference, if any, or during any phase of the selection process, shall be borne solely by Respondent.

010 - RESTRICTIONS ON COMMUNICATION

Respondents are prohibited from communicating with: 1) Center Board of Trustees regarding the RFP or proposals from the time the RFP has been released until the contract is posted as an agenda item; and 2) Center employees from the time the RFP has been released until the contract is awarded. These restrictions extend to "thank you" letters, phone calls, emails and any contact that results in the direct or indirect discussion of the RFP and/or proposal submitted by Respondent. Violation of this provision by Respondent and/or its agent may lead to disqualification of Respondent's proposal from consideration.

Exceptions to the Restrictions on Communication with Center employees include:

Respondents may submit written questions concerning this RFP to the Staff Contact Person listed below until 12:00 PM, CST, September 22, 2023. Questions received after the stated deadline will not be answered. All questions shall be sent by e-mail to:

Chelsey Turner
Contract Administrator
Center for Health Care Services
CTurner@chcsbc.org (Carbon Copy Contracts@chcsbc.org)

Questions submitted and The Center's responses will be posted with this solicitation to The Center's website.

Center reserves the right to contact any Respondent to negotiate if such is deemed desirable by Center. Such negotiations, initiated by Center staff persons, shall not be considered a violation by Respondent of this section.

011 - EVALUATION OF CRITERIA

The Center will conduct a comprehensive, fair and impartial evaluation of all Proposals received in response to this RFP. The Center may appoint a selection committee to perform the evaluation. Each Proposal will be analyzed to determine overall responsiveness and qualifications under the RFP. Criteria to be evaluated may include the items listed below. The Center may also request additional information from Respondents at any time prior to final approval of a selected Respondent. The Center reserves the right to select one, or more, or none of the Respondents to provide services. Final approval of a selected Respondent is subject to the action of The Center for Health Care Services Center's Board of Trustees. It should be understood that while the total score is a significant factor, The CENTER reserves the right to consider other factors in making a final selection.

Evaluation criteria:

Experience, Background, Qualifications (30 points)

Proposed Plan (40 points)

Price Schedule (25 points)

Certified Small Business Enterprise, Minority/Women Owned Business Enterprise, Historically Underutilized Business or Veteran Owned Business Enterprise (1 point each; up to 5 points)

012 - AWARD OF CONTRACT AND RESERVATION OF RIGHTS

The Center reserves the right to award one, more than one or no contract(s) in response to this RFP.

The Contract, if awarded, will be awarded to the Respondent(s) whose Proposal(s) is deemed most advantageous to Center, as determined by the selection committee, upon approval of The Center's Board of Trustees.

The Center may accept any Proposal in whole or in part. If subsequent negotiations are conducted, they shall not constitute a rejection or alternate RFP on the part of Center. However, final selection of a Respondent is subject to Center's Board of Trustees approval.

The Center reserves the right to accept one or more proposals or reject any or all proposals received in response to this RFP, and to waive informalities and irregularities in the proposals received. Center also reserves the right to terminate this RFP, and reissue a subsequent solicitation, and/or remedy technical errors in the RFP process.

The Center reserves the right to reject, for any reason and at its sole discretion, in total or in part, any and/or all proposals, regardless of comparability of price, terms or any other matter, to waive any formalities, and to negotiate on the basis of the proposals received for the most favorable terms and best service for The Center. If a firm is selected, the firm will be required to execute a contract. If Center funding is materially decreased during the contract term, the contract may be amended and/or terminated.

No work shall commence until Center signs the contract document(s) and Respondent provides the necessary evidence of insurance as required in this RFP and the Contract. Contract documents are not binding on Center until approved by The Center's General Counsel. In the event the parties cannot negotiate and execute a contract within the time specified, Center reserves the right to terminate negotiations with the selected Respondent and commence negotiations with another Respondent.

This RFP does not commit Center to enter into a Contract, award any services related to this RFP, nor does it obligate Center to pay any costs incurred in preparation or submission of a proposal or in anticipation of a contract.

If selected, Respondent will be required to comply with the Insurance and Indemnification Requirements established herein.

The successful Respondent must be able to formally invoice The Center for services rendered.

Independent CONTRACT AWARDEE. Respondent agrees and understands that, if selected, it and all persons designated by it to provide services in connection with a contract, are and shall be deemed to be an independent CONTRACT AWARDEEs, responsible for their respective acts or omissions, and that Center shall in no way be responsible for Respondent's actions, and that none of the parties hereto will have authority to bind the others or to hold out to third parties, that it has such authority.

013 - SCHEDULE OF EVENTS

Following is a list of **projected dates/times** with respect to this RFP:

| | |
|---------------------------|-----------------------------------|
| RFP Release Date: | September 1, 2023 |
| Pre-Submittal Conference | 11:00 AM CST on September 7, 2023 |
| Final Questions Accepted: | 12:00 P.M on September 22, 2023 |
| Proposal Due: | 12:00 P.M. on October 11, 2023 |

014 - INSURANCE REQUIREMENTS

If selected to provide the services described in this RFP, Respondent shall be required to comply with the insurance requirements set forth below:

INSURANCE

Prior to the commencement of any work under this Agreement, Respondent shall furnish copies of all required endorsements and completed Certificate(s) of Insurance to The Center's Contract & Procurement Division, which shall be clearly labeled "**Enrollment Screening Hotline Services**" in the Description of Operations block of the Certificate. The Certificate(s) shall be completed by an agent and signed by a person authorized by that insurer to bind coverage on its behalf. The Center will not accept a Memorandum of Insurance or Binder as proof of insurance. The certificate(s) must have the agent's signature and phone number, and be mailed, with copies of all applicable endorsements, directly from the insurer's authorized representative to The Center. The Center shall have no duty to pay or perform under this Agreement until such certificate and endorsements have been received and approved by The Center's Contract & Procurement Department. No officer or employee, other than The Center's Senior Director of Contracting & Procurement, shall have authority to waive this requirement.

The Center reserves the right to review the insurance requirements of this Article during the effective period of this Agreement and any extension or renewal hereof and to modify insurance coverage and their limits when deemed necessary and prudent by Center's Senior Director of Contracting & Procurement based upon changes in statutory law, court decisions, or circumstances surrounding this Agreement. In no instance will Center allow modification whereby Center may incur increased risk.

A Respondent's financial integrity is of interest to The Center ; therefore, subject to Respondent's right to maintain reasonable deductibles in such amounts as are approved by The Center , Respondent shall obtain and maintain in full force and effect for the duration of this Agreement, and any extension hereof, at Respondent's sole expense, insurance coverage written on an occurrence basis, unless otherwise indicated, by companies authorized to do business in the State of Texas and with an A.M Best's rating of no less than A- (VII), in the following types and for an amount not less than the amount listed below:

| TYPE | AMOUNTS |
|--|---|
| 1. Workers' Compensation | Statutory Limits |
| 2. Employers' Liability | \$500,000/\$500,000/\$500,000 |
| 3. Broad form Commercial General Liability Insurance to include coverage for the following: a. Premises operations b. Independent CONTRACT AWARDEES c. Products/completed operations d. Personal Injury e. Contractual Liability f. Damage to property rented by you | For Bodily Injury and Property Damage of \$1,000,000 per occurrence; \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage f. \$100,000 |
| 4. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles | Combined Single Limit for Bodily Injury and Property Damage of \$1,000,000 per occurrence |

Respondent agrees to require, by written contract, that all subcontractors providing goods or services hereunder obtain the same insurance coverage required of Respondent herein, and provide a certificate of insurance and endorsement that names the Respondent and The Center of Health Care Services as additional insured. Respondent shall provide The CENTER with said certificate and endorsement prior to the commencement of any work by the subcontractor. This provision may be modified by Center's Senior Director of Contracting & Procurement, when deemed necessary and prudent, based upon changes in statutory law, court decisions, or circumstances surrounding this agreement. Such modification may be enacted by letter signed by Center's Senior Director of Contracting & Procurement, which shall become a part of the contract for all purposes.

As they apply to the limits required by The Center, The Center shall be entitled, upon request and without expense, to receive copies of the policies, declaration page, and all endorsements thereto and may require the deletion, revision, or modification of particular policy terms, conditions, limitations, or exclusions (except where policy provisions are established by law or regulation binding upon either of the parties hereto or the underwriter of any such policies). Respondent shall be required to comply with any such requests and shall submit a copy of the replacement certificate of insurance to Center at the address provided below within 10 days of the requested change. Respondent shall pay any costs incurred resulting from said changes.

Center for Health Care Services
Attn: Contracting & Procurement Division
6800 Park Ten Blvd.
Suite 200-S
San Antonio, Texas 78213

Respondent agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following provisions:

- Name The Center, its Board of Trustees, employees, and volunteers as additional insured by endorsement, as respects operations and activities of, or on behalf of, the named insured performed under contract with The Center, with the exception of the workers' compensation and professional liability policies;
- Provide for an endorsement that the "other insurance" clause shall not apply to The Center for Health Care Services where The Center is an additional insured shown on the policy;
- Workers' compensation, employers' liability, general liability and automobile liability policies will provide a waiver of subrogation in favor of The Center.
- Provide advance written notice directly to Center of any suspension, cancellation, non-renewal or material change in coverage, and not less than ten (10) calendar days advance notice for nonpayment of premium.

Within five (5) calendar days of a suspension, cancellation or non-renewal of coverage, Respondent shall provide a replacement Certificate of Insurance and applicable endorsements to Center. Center shall have the option to suspend Respondent's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this Agreement.

In addition to any other remedies The Center may have upon Respondent's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, The Center shall have the right to order Respondent to stop work hereunder, and/or withhold any payment(s) which become due to Respondent hereunder until Respondent demonstrates compliance with the requirements hereof.

Nothing herein contained shall be construed as limiting in any way the extent to which Respondent may be held responsible for payments of damages to persons or property resulting from Respondent's or its subcontractors' performance of the work covered under this Agreement.

It is agreed that Respondent's insurance shall be deemed primary and non-contributory with respect to any insurance or self insurance carried by The Center for Health Care Services for liability arising out of operations under this Agreement.

It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this Agreement and that no claim or action by or on behalf of The Center shall be limited to insurance coverage provided.

Respondent and any subcontractors are responsible for all damage to their own equipment and/or property.

INDEMNIFICATION REQUIREMENTS

If selected to provide the services described in this RFP, Respondent shall be required to comply with the indemnification requirements set forth below:

INDEMNIFICATION

RESPONDENT covenants and agrees to FULLY INDEMNIFY, DEFEND and HOLD HARMLESS, The CENTER and the employees, officers, trustees, volunteers and representatives of The CENTER , individually and collectively, from and against any and all costs, claims, liens, damages, losses, expenses, fees, fines, penalties, proceedings, actions, demands, causes of action, liability and suits of any kind and nature, including but not limited to, personal or bodily injury, death and property damage, made upon The CENTER directly or indirectly arising out of, resulting from or related to RESPONDENT' activities under this Agreement, including any acts or omissions of RESPONDENT, any agent, officer, trustees, representative, employee, respondent or subcontractor of RESPONDENT, and their respective officers, agents employees, directors and representatives while in the exercise of the rights or performance of the duties under this Agreement. The indemnity provided for in this paragraph shall not apply to any liability resulting from the negligence of CENTER, its officers or employees, in instances where such negligence causes personal injury, death, or property damage. IN THE EVENT RESPONDENT AND CENTER ARE FOUND JOINTLY LIABLE BY A COURT OF COMPETENT JURISDICTION, LIABILITY SHALL BE APPORTIONED COMPARATIVELY IN ACCORDANCE WITH THE LAWS FOR THE STATE OF TEXAS, WITHOUT, HOWEVER, WAIVING ANY GOVERNMENTAL IMMUNITY AVAILABLE TO THE CENTER UNDER TEXAS LAW AND WITHOUT WAIVING ANY DEFENSES OF THE PARTIES UNDER TEXAS LAW.

The provisions of this INDEMNITY are solely for the benefit of the parties hereto and not intended to create or grant any rights, contractual or otherwise, to any other person or entity. RESPONDENT shall advise The CENTER in writing within 24 hours of any claim or demand against The CENTER or RESPONDENT known to RESPONDENT related to or arising out of RESPONDENT' activities under this AGREEMENT and shall see to the investigation and defense of such claim or demand at RESPONDENT's cost. The CENTER shall have the right, at its option and at its own expense, to participate in such defense without relieving RESPONDENT of any of its obligations under this paragraph.

015 - RFP ATTACHMENTS

RFP ATTACHMENT A, PART ONE

GENERAL INFORMATION FORM

1. **Respondent Information:** Provide the following information regarding the Respondent. Please tell us about your Business. If your Business is affiliated with a large firm that includes multiple teams around the country, please tell us about your local team/operation.

Respondent Name: _____
(NOTE: Give exact legal name as it will appear on the contract, if awarded.)

Doing Business As: (other business name, if applicable): _____

Business Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Website address: _____

Year established: _____

Provide the number of years in business under present name: _____

Social Security Number or Federal Employer Identification Number: _____

Texas Comptroller's Taxpayer Number, if applicable: _____
(NOTE: This 11-digit number is sometimes referred to as the Comptroller's TIN or TID.)

DUNS NUMBER: _____

Is Business a certified HUB, SBE, M/WBE, or VBE? Yes NO
If yes, please attach all applicable current certifications.

Business Structure: Check the box that indicates the business structure of the Respondent.

Individual or Sole Proprietorship If checked, list Assumed Name, if any: _____
 Partnership
 Corporation If checked, check one: For-Profit Nonprofit
Also, check one: Domestic Foreign
 Other If checked, list business structure: _____

List the name and business address of each person or legal entity, which has a 10% or more ownership or control interest in the Business (attach additional pages as necessary).

Printed Name of Contract Signatory: _____
Job Title: _____

(NOTE: This RFP solicits proposals to provide services under a contract which has been identified as "High Profile". Therefore, Respondent must provide the name of person that will sign the contract for the Respondent, if awarded.)

Provide any other names under which Respondent has operated within the last 10 years and length of time under for each:

Provide address of office from which this project would be managed:

Center: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Annual Gross Revenue: ___ \$100 K or less ___ \$101K-\$500K ___\$501K-900K ___\$901K-\$2.5M ___\$2.5 M or more

Total Number of Employees: _____

Total Number of Current Consumers/Customers: _____

Name of principal financial institution for financial responsibility reference.

Name of Bank: _____

Address: _____

City and State: _____

Officer familiar with bidder's account: _____

Federal taxpayer I.D. number: _____

2. Contact Information: List the one person who The Center may contact concerning your proposal or setting dates for meetings.

Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Email: _____

3. Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months?

Yes ___ No ___

List the name and business address of each person or legal entity, which has a 10% or more ownership or control interest in the Business (attach additional pages as necessary).

4. Is Respondent authorized and/or licensed to do business in Texas?

Yes ___ No ___ If "Yes", list authorizations/licenses.

5. Where is the Respondent's corporate headquarters located? _____

6. Local/County Operation: Does the Respondent have an office located in San Antonio, Texas?

Yes ___ No ___ If "Yes", respond to a and b below:

a. How long has the Respondent conducted business from its San Antonio office?

Years _____ Months _____

b. State the number of full-time employees at the San Antonio office.

If "No", indicate if Respondent has an office located within Bexar County, Texas:

Yes ___ No ___ If "Yes", respond to c and d below:

c. How long has the Respondent conducted business from its Bexar County office?

Years _____ Months _____

d. State the number of full-time employees at the Bexar County office. _____

7. **Debarment/Suspension Information:** Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

Yes ___ No ___ If "Yes", identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

Are there any proceedings relating to the Business' responsibility, debarment, suspension, voluntary exclusion or qualification to receive a public contract? ___ Yes ___ No

If "Yes", state the name of the individual, organization contracted with and reason for proceedings.

8. **Surety Information:** Has the Respondent ever had a bond or surety canceled or forfeited?

Yes ___ No ___ If "Yes", state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

9. **Bankruptcy Information:** Has the Respondent ever been declared bankrupt or filed for protection from creditors under state or federal proceedings?

Yes ___ No ___ If "Yes", state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets.

10. **Disciplinary Action:** Has the Respondent ever received any disciplinary action, or any pending disciplinary action, from any regulatory bodies or professional organizations?

Yes ___ No ___ If "Yes", state the name of the regulatory body or professional organization, date and reason for disciplinary or impending disciplinary action.

11. Previous Contracts:

a. Has the Respondent ever failed to complete any contract awarded?

Yes ___ No ___ If "Yes", state the name of the organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

b. Has any officer or partner proposed for this assignment ever been an officer or partner of some other organization that failed to complete a contract?

Yes ___ No ___ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

c. Has any officer or partner proposed for this assignment ever failed to complete a contract handled in his or her own name?

Yes ___ No ___ If "Yes", state the name of the individual, organization contracted with, services contracted, date, contract amount and reason for failing to complete the contract.

d. Have liquidated damages or penalty provisions been assessed against the Business for failure to complete the work on time or for any other reason? ___ Yes ___ No

12. Background Checks:

Has the Respondent has completed criminal history background checks on all current employees? Yes or No (circle one)

REFERENCES

Provide three (3) references, that Respondent has provided services related to the RFP Scope of Services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Date and Type of Service(s) Provided: _____

Reference No. 2:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Date and Type of Service(s) Provided: _____

Reference No. 3:

Firm/Company Name _____

Contact Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Email: _____

Date and Type of Service(s) Provided: _____

RFP ATTACHMENT A, PART TWO

EXPERIENCE, BACKGROUND, QUALIFICATIONS

Prepare and submit narrative responses to address the following items. If Respondent is proposing as a team or joint venture, provide the same information for each member of the team or joint venture.

1. Describe Respondent's company history, evidencing its strengths and stability, including number of years in business, licensing information (if applicable), number of years providing the type of proposed service, existing customer satisfaction data, number of customers in Texas and areas covered in Texas.
2. Describe Respondent's experience relevant to the Scope of Services requested by this RFP. List and describe relevant projects of similar size and scope performed over the past four years.
3. Describe Respondent's specific experience with clients, especially large organizations with multiple locations. If Respondent has provided services for The Center in the past, identify the name of the contract and service provided.
4. List other resources that will be made available to The Center.
5. Please feel free to include any additional skills, experiences, qualifications, and/or other relevant information about the Respondent's qualifications.
6. List all licenses, credentials, certifications, and/or accreditations the Respondent currently holds, and include a copy of these documents within the response.

RFP ATTACHMENT A, PART THREE

PROPOSED PLAN

Prepare and submit the following items.

1. Provide a description of your firm's understanding of the project and scope of services. Discuss your firm's methodologies used and/or approaches taken to providing the services as outlined. Indicate features, skills, and/or services which distinguish your firm and make it the better choice for The Center. Indicate how the resources of your firm will be allocated for this project (e.g., number and type of personnel allocated by hours).
2. Describe your firm's staffing plan that will ensure coverage during the hours specified within the RFP.
3. Describe your firm's policy on call answering, placing calls on hold, and call routing.
4. If your firm intends to utilize Crisis Support Staff, as defined by the Texas Health and Human Services, please provide your firm's process for call answering and call routing in the event a Crisis Support Staff identifies an emergent caller.
5. Describe the technical capabilities of your firm's response to this proposal (i.e. number of locations, number of phones, automated pick-up, call routing/call waiting, call assignments, emergency back-up for power outages, etc). Be sure to include the names and specifications of all cloud-based services and software used for call taking, audio recording, data recording, data entry, etc.
6. Provide your firm's policy on confidentiality and records retention.
7. Provide your firm's policy on background checks and criminal history record checks, including frequency of re-checks.
8. Provide your firm's training plan for all levels of staff who will render services or oversee services outlined in this RFP.
9. Describe your firm's experience with and proficiency in documenting in electronic medical records systems. Please list the systems your firm has experience using.
10. Describe your firm's policy on notification of service outages, regardless of causation.
11. Describe your business continuity and disaster recovery capabilities and back up procedures.
12. Describe how protected health information is stored?
9. If consumer encounters are audio or video recorded, describe the process for access, file format, storage and retention policies.
10. Describe your firm's customer and technical support. Is this support available 24-hours per day, 365 days per year. If not, please provide hours of support services availability. What is the response time for support services?

RFP ATTACHMENT B

PRICE SCHEDULE

The proposal should include all fees to provide services listed in this RFP.

NOTE: The CENTER does not pay sales or use tax and such taxes cannot be passed on to The CENTER in any form.

The following shall be a monthly flat fee for the estimated call volume to The Center's dedicated toll-free Enrollment Screening Hotline.

| Estimated Calls | Monthly Fee |
|------------------------|--------------------|
| 0 - 500 | \$ |
| 501 - 700 | \$ |
| 701 - 900 | \$ |
| 901 - 1000 | \$ |
| 1000+ | \$ |

RFP ATTACHMENT C

SIGNATURE PAGE

I, individually and on behalf of the business named above, do by my signature below certify that the information provided in this questionnaire is true and correct and I am authorized to bind the Proposer contractually. I understand that if the information provided herein contains any false statements or any misrepresentations: 1) The CENTER will have the grounds to terminate any or all contracts which The CENTER has or may have with the business; 2) The CENTER may disqualify the business named above from consideration for contracts and may remove the business from The CENTER'S bidders list; or/and 3) The CENTER may have grounds for initiating legal action under federal, state, or local law. The signatory below is:

Print Name

Title

Signature of Owner
(Owner, CEO, President, Majority Stockholder or
Designated Representative)

Date

RFP ATTACHMENT D

PROPOSAL CHECKLIST

Use this checklist to ensure that all required documents have been included in the proposal and appear in the correct order.

| Document | Initial to Indicate Document is Attached to Proposal |
|---|--|
| Table of Contents | |
| Executive Summary | |
| *Assurances Signature Page | |
| General Information and References RFP Attachment A, Part One | |
| Experience, Background & Qualifications RFP Attachment A, Part Two | |
| Proposed Plan RFP Attachment A, Part Three | |
| Pricing Schedule RFP Attachment B | |
| Proof of Insurability - Submit Copy of Current Certificate of Insurance | |
| *Signature Page RFP Attachment C | |
| Proposal Checklist RFP Attachment D | |
| One (1) Original, five (5) copies and one (1) USB with entire proposal in Microsoft Word format | |

***Documents marked with an asterisk on this checklist require a signature. Be sure they are signed prior to submittal of proposal.**