



Washington County Health Department

1302 Pennsylvania Avenue, Hagerstown, MD 21742

washcohealth.org

facebook.com/WashHealth

May 14, 2019

RFP-2019-05

Behavioral Health Crisis Stabilization and Walk-in Crisis Center

Pre-proposal conference was held on April 29, 2019 at the Washington County Health Department, 1302 Pennsylvania Avenue, Hagerstown, MD to review the RFP-2019-05 for the Behavioral Health Crisis Stabilization and Walk-in Crisis Center.

The following were in attendance: Allen Twigg, Executive Director Behavioral Health Service Meritus Health; Jon Noyes, Executive Director Strategic Planning, Meritus Health; Lindsay Roberts, Business Development, TransformCare, Inc.; Sean Lynch, COO, TransformCare, Inc.; Lucy Bill, Mobile Crisis Turning Point; Sarah Hawkins, CEO, Acadia Healthcare; Shahnoor Khan, MD, Hagerstown Psychiatry; Dan Triplett, Administrator, WCHD; Victoria Sterling, WCHD Division of Behavioral Health; Brenda Cole, WCHD Procurement.

The following questions were presented during the conference.

Respectfully submitted,

Brenda Cole
Procurement

Division of Administration
Procurement Office

240-313-3216 Voice • 240-313-3391 TTY • 240-313-3344 Fax

RFP 2019-05

Behavioral Health Crisis Stabilization Walk-In Crisis Center

Addendum #1

May 14, 2019

To Bidders:

This Addendum is hereby made a part of the contract Documents on which all bids will be based and is issued to correct and clarify the original documents.

Please acknowledge receipt of this Addendum at the appropriate space on the Proposal Form. This Addendum consists of one **(4)** pages.

The following are question and answers from the Pre-Bid Conference dated, April 29, 2019, and from questions that have been submitted.

Question #1: **Has the program been approved by other occupants of the business complex and have there been any objections? Have there been any objections from the surrounding area on the type of clients the Crisis Center will be serving?**

Answer: The Washington County Behavioral Health unit has in past years provided services to clients that the Crisis Center will serve. Rite Aid/Walgreens had not been formally contacted, but have had no objection in the past. Division of Behavioral Health had a medical clinic previously in the building.

Question #2: **Please clarify the 2019-2020 budget.**

Answer: The budget figure included in the Condition of Award should not be used as a basis for the bid. The Condition of Award from the Behavioral Health Administration to the Washington County Health Department include other initiatives apart from the Crisis Center, and other funding from other grant sources and other entities may be available to supplement the crisis center budget. Vendors interest in bidding should base their bid on the actual anticipated cost that these services, as specified in the RFP, would cost the vendor to provide.

Question #3: **Is a Nurse Practitioner to be on staff 24/7?**

Answer: Please see "Condition of Award", Attachment #2, #9 "Crisis Walk-In Stabilization Center: (February 1, 2019-September 29, 2019. Nurse Practitioner.

Per the Behavioral Health Administration, "For staffing, you may have the Nurse

Practitioner on call with the agreement that the Nurse Practitioner will be present for high demand hours.

Question #4: What is a system navigator?

Answer: System Navigator is an individual who is located at the Main Health Department at 1302 Pennsylvania Avenue who can support patients with enrollment in Maryland Health Connection.

Question #5: What is the expected number of clients to go through the Crisis Center?

Answer: There is not an expected number of patients. The performance measures are as follows:

- Behavioral health crisis stabilization beds – 12
- Reduction of readmissions to Meritus Behavioral Health Unit – 2%
- Reduction of emergency petitions in Emergency Room – 2%
- Reduction of admissions to Meritus Behavioral Health Unit – 2%
- Reduction of behavioral health calls for Emergency Services – 2%

It is difficult to determine what to expect judging from numbers from the hospital, EMS and law enforcement it could be up to 100 individuals per month. Or course, that is an estimate and could change either way.

Question #6: What is the current lease amount for the available space?

Answer: The WCHD will negotiate with the vendor to determine the lease and utility costs should the program transition in the future to a fee for service model. The lease/utility cost will be, at most, a percentage of the lease for the full space based on the square footage in use by the crisis center.

Question #7: What is the square footage of the available space for the Crisis Center?

Answer: The available space for the Crisis Center is 8,057 square feet

Question #8: Is the space wired for internet?

Answer: Yes. The area is cabled for telephone and network/internet. The Washington County Health Department being a quasi-State agency utilizes Network Maryland to provide internet access. Non-Governmental entities are not typically allowed to utilize Network Maryland. Therefore, the selected vendor will need to provide their own internet service via a telecommunication or cable service provider and will need to supply switches as necessary, etc. There are currently some wireless access points in the crisis center area. We believe that these can be switched over to utilize the internet service the vendor selects.

Question #9: Is there a preference to connect individuals in need of inpatient treatment (ASMA 3.7 or 3.5) to local or in state services versus services available out of state, in the event bed availability funding will allow for an out of state placement sooner than in state?

Answer: There is no requirement for in state or out of state placements. Obviously, referrals should be made to the most appropriate level of care and one that meets the needs of the person served.

Question #10: If the vendor chooses to develop designated mental health slots with alternative funding, would these slots be included in the total number to be served?

Answer: The additional mental health beds are not included in the required number served. The vendor may seek additional funding or bill insurances to serve mental health patients. With the space mental health designated slots can be accommodated easily.

Question #11: The RFP states that the vendor would be responsible for the furniture. Can the cost of the furniture be included in the budget?

Answer: Yes, the cost of the furniture should be included in the budget.

Question #12: Does the current space contain security cameras?

Answer: There are currently a limited number of security cameras outside the entrance to the 925 N. Burhan's facility and in a number of hallways within. The WCHD is open to moving/adding/removing cameras within the facility and will work with the selected vendor according to their preferences.

Question #13: What licensure level, *if any*, is required for the staffing position titled "social worker" in the RFP? It would seem a license is not required in order to provide the behavioral health services occurring at a walk-in center. Considering licensed staff are much more expensive, can intensive, appropriate training suffice?

Answer: There should be a licensed clinician that can diagnose. The staffing may be according to demand.

Question #14: In reference to Section I.C. on page 21:

- a. Will the vendor have to hire staff/positions 100% separate from the SOR grant in order to provide services to clients that deny substance use? Or who present with or are requesting assistance for a mental health concern only?

Answer: No, you will not have to hire staff to provide services to individuals who not have an Opioid Disorder.

- b. More specifically: the wording suggests that only patients who acknowledge or present with known *opioid* use can be served ("adolescents and adults who are in crisis as a result of opioid use"); does this exclude service to those only using other substance such as alcohol or spice"

Answer: The crisis center cannot serve individuals with alcohol withdrawal. The center can provide services to individuals with other substance use disorders.

Question #15: Can the Nurse Practitioner and LPN staffing be done via telemedicine? Or via an on-call arrangement? Especially considering evening, night and weekend shifts.


Answer: This was answered in Question 3. Telemedicine is also appropriate and encouraged for staffing. We have reach out to HA and they are supportive of flexible staffing that will meet the needs of the crisis center and the persons served.

Question #16: To clarify, will the full \$1,242,400 be granted to the vendor though we are partly through FY19, is there a time window in which all FY SOR grant funds must be spent?

Answer: See question #2.

Reminder that the proposal is due no later than Friday, May, 24, 2019 at 10:00 a.m. Proposal must be delivered to Room 306, dated and time stamped. Late proposals will be returned unopened.

By Authority of:



**Daniel Triplett
Administrator**