

**REQUEST FOR PROPOSALS
CCDOH-2025-12**

FOR

Urgent Care

Issued By:

**Charles County Department of Health
Core Service Agency
10480 Theodore Green Blvd.
P.O. Box 1050
White Plains, MD 20695
Phone: 301-609-5757
Fax: 301-609-5749**

November 6, 2024

WARNING: To ensure proper processing of your submission, place the Tracking Number: CCDOH-2025-12 on your proposal bid submission. This tracking number is essential for efficiently evaluating and handling all submissions.

Prospective bidders who have received this document from a source other than the Issuing Office should immediately contact the Issuing Office and provide their name and mailing address so that amendments to the RFP or other communications can be sent to them. Any prospective bidder who fails to notify the Issuing Office of this information assumes complete responsibility if they do not receive communications from the Issuing Office before the closing date.

Minority businesses are encouraged to participate in this procurement process.

**REQUEST FOR PROPOSALS
URGENT CARE**

A. PURPOSE OF REQUEST FOR PROPOSALS

The Charles County Department of Health Local Behavioral Health Authority (CCLBHA) is requesting a Maryland licensed psychiatrist and/or Certified Nurse Practitioner-Psychiatrist Mental Health(CRNP-PMH) to provide access to psychiatric evaluations for medication management within 72 hours of consumers who are uninsured or eligible for PBHS services.

For purposes of the RFP, the Charles County Department of Health Local Behavioral Health Authority (CCLBHA) shall be the grantor of record for the funding award from the Maryland Department of Health (MDH).

B. ELIGIBILITY

Any public or private human service agency may apply for funding under this request for proposal. To apply, an organization must:

1. Be in good standing with accredited agencies, LBHA, and the Behavioral Health Administration (BHA).
2. Develop and/or operate behavioral health services in Charles County.
3. Be in good standing with the Maryland Department of Taxation and Assessment, the Office of the Secretary of State’s Charitable and Legal Services Division (if applicable), the Charles County Department of Health, Inspections and Permits, and all other Federal, State, and Local requirements.

C. TIMELINE

Milestone	Completion Date
RFP Published	November 6, 2024
Pre-Proposal Conference	November 12, 2024
Last Day for Questions	November 15, 2024
Answers to Questions Posted	November 19, 2024
Proposal Submission Deadline Delivered to: Charles County LBHA Attn: Linda Deano 4545 Crain Hwy, P.O Box 1050 White Plains, MD 20695	November 22, 2024 (No later than 5:00 pm)
Review Committee	November 25, 2024
Contract Award Announcement	November 27, 2024
Services are Expected to Begin	January 1, 2025

D. FUNDING AVAILABILITY & TERM OF CONTRACT

The Charles County Local Behavioral Health Authority (CCLBHA) has received conditional funding approval for **\$25,481** annually for the first contract year for the provision of urgent psychiatric appointments. CCLBHA expects the program to be fully implemented throughout FY 2025. Offerors should submit a single budget covering the period from January 1, 2025, through June 30, 2025, including start-up costs. Offerors should plan to implement the program effective January 1, 2025. The term of this agreement shall be for the period commencing on January 1, 2025, and ending on June 30, 2027. After the initial (Base Contract Term) of three (3) years, the Contract will be renewable for an additional two (2) years on a year-to-year basis for a total of five (5) years, provided the contract deliverables are met and there is continued funding from MDH.

E. PRE-PROPOSAL CONFERENCE

A Pre-Proposal conference will take place on November 12, 2024, at 1:00 p.m. via video/teleconference. Bidders interested in participating should notify the CCDH-LBHA at least 24 hours in advance of the Pre-Proposal conference. Bidders should email a statement of interest to MDH.CharlesCountyCSA@Maryland.gov. A conference link will be emailed to interested parties no later than 10:00 a.m. on November 12, 2024.

F. ADDITIONAL INFORMATION

Inquiries concerning the procurement process or bid documents, and/or questions of a technical nature, should be directed, in writing only with a subject line of CCDOH-2025-12: URGENT CARE (via e-mail) to:

Linda Deano
Agency Grants Specialist
Charles County Local Behavioral Health Authority
Charles County Department of Health
Fax: (301)-609-5749
E-mail: MDH.CharlesCountyCSA@maryland.gov

All questions must be received prior to the close of business **seven (7) calendar days** prior to the deadline for submission of bids. A response to the inquiries will be posted on the Charles County Department of Health website and eMaryland Marketplace within a minimum of three (3) calendar days prior to the submission deadline.

G. PROPOSAL SUBMISSION PROCEDURES

All proposals must be received before 5:00 P.M. on November 22, 2024.

By mail:

Local Behavioral Health Authority
Charles County Department of Health
P.O. Box 1050
White Plains, Maryland 20695
ATTN: CCDOH-2025-12: URGENT CARE

Hand-delivery

Local Behavioral Health Authority
Charles County Department of Health
10480 Theodore Green Blvd.
White Plains, Maryland 20695
ATTN:CCDOH-2025-12: URGENT CARE

By Email:

MDH.CharlesCountyCSA@Maryland.gov

Subject: CCDOH-2025-12: URGENT CARE

To be considered, a proposal must be received by the time/date above. Proposals postmarked by but not received by 5:00 p.m. November 22, 2024, will not be considered. E-mail submissions and proposals received after the deadline will not be considered.

One unbound original proposal bearing the original signature(s) in BLUE ink by an authorized principal(s) of the agency/organization, and one electronic copy are to be submitted. Proposals failing to comply with this request will be rejected.

H. PUBLIC INFORMATION ACT NOTICE

Offerors shall identify those portions of their proposal that they deem to contain confidential and/or proprietary information. Such information must be individually and specifically noted, either at the location in the proposal or in a separate listing contained within the proposal. Justification must also be provided, explaining why the material should not be subject to disclosure by the CCLBHA upon request under the Maryland Public Information Act. Offerors may not declare their entire proposal to be confidential or proprietary. Failure to provide specific identification and justification may result in the release of the information if CCLBHA is requested to do so under the Act.

I. PROPOSAL/BID/AWARD PROTESTS

All protests made pursuant to this solicitation must be in writing and delivered to the CCLBHA: (a) within ten (10) calendar days after the CCLBHA has publicly posted the proposed contract award if the bidder seeks as a remedy the award of the contract, or (b) before the submission date for bids if the bidder seeks as a remedy the cancellation or amendment of the solicitation.

Only an offeror who is “aggrieved” is eligible to file a protest. Aggrieved means that the offeror who is filing the protest is susceptible to an award of the contract if the protest is sustained (e.g., a fourth-ranked bidder is not aggrieved unless the grounds for a protest, if sustained, would disqualify the top three ranked offerors or would require that the solicitation be reissued). Each protest must contain the following: identification of the solicitation; the name, address, and telephone number of the protesting offeror/bidder; a statement supporting that the offeror/bidder is aggrieved; and specification of all grounds for the protest, including submission of detailed facts and all relevant documents, citation to relevant language in the solicitation, regulations, or law relied upon; and, all other matters which the offeror/bidder contends supports the protest. The burden of production of all relevant evidence, data, and documents, and the burden of persuasive argument to support the protest is on the offeror/bidder making the protest.

J. REJECTION OF BIDS

The CCLBHA reserves the right to reject any or all bids.

K. AWARD OF CONTRACT

The award will be to the most qualified, responsive, and responsible offeror who complies with all provisions of the RFP, providing that it is in the best interest of the CCLBHA to accept the proposal. The Contract entered with the successful offeror shall meet all standard provisions required by the CCLBHA and by any involved government agencies. Award of the Contract will be by formal contract. The Contract documents will consist of the Contract, RFP, the offeror's proposal, MDH Conditions of Award, and any addenda or other modifications to the RFP.

L. TERMINATION OF CONTRACT FOR CONVENIENCE

The CCLBHA may, by 90-day written notice to the Contractor, terminate this contract in whole or in part at any time, either for the CCLBHA's convenience or because of the failure of the Contractor to fulfill his obligations under this contract. Upon receipt of such notice, the Contractor shall:

1. Immediately discontinue any part or all services as directed by the CCLBHA's authorized representative, and
2. Deliver to the CCLBHA the originals of all data, records, reports, and such other information and materials as may have been accumulated by the Contractor in performing under this contract, whether completed or in process.
3. If the termination is for the convenience of the CCLBHA, an equitable adjustment in the contract price shall be made but no amount shall be allowed for anticipated profit on unperformed services.
4. If the termination is due to the failure of the Contractor to fulfill his obligations under this contract, the CCLBHA may take over the work and prosecute the same to completion by contract or otherwise. In such case, the Contractor shall be liable to the CCLBHA for any additional cost occasioned to the CCLBHA.
5. If, after notice of termination for failure to fulfill obligations, it is determined that the Contractor had not so failed, the termination shall be deemed to have been affected for the convenience of the CCLBHA. In such an event, an adjustment in the contract price shall be made as determined to be equitable by the CCLBHA.
6. The rights and remedies of the CCLBHA provided in this clause are in addition to any other rights and remedies provided by law or under this contract.

M. TERMINATIONS FOR DEFAULT

If the Contractor refuses or fails to prosecute the work, or any separable part thereof, with such diligence as will ensure its completion per the Contract or any extension thereof, the CCLBHA may, by written notice to the Contractor, terminate the Contract. In such event, the Contractor

shall have the right to be compensated for work performed up until the time of termination. The CCLBHA shall be the sole authority in determining the amount of equitable payment to the Contractor.

N. ACCEPTANCE OF PROPOSAL CONTENT

Applicants are strongly encouraged to review the feasibility of their proposals before submission. The content of this RFP and the proposal of the successful vendor/provider will be included in any resulting contract. Non-compliance with that contract (failure to provide services as contracted and/or achieve expected results) may lead to termination by the CCLBHA.

O. PRESENTATIONS OF OWNER -

As outlined above, the Charles County Department of Health shall reimburse the contractor no more than **\$25,481** per fiscal year, for the duration of this contract. Within thirty (30) business days of receipt of an uncontested invoice, the Charles County Department of Health shall pay the invoice in full.

P. SCOPE OF SERVICES

1. Maintain the availability of two weekly appointments for children and adults with a Maryland-licensed psychiatrist and/or a Maryland-licensed Certified Nurse Practitioner-Psychiatric Mental Health (CRNP-PMH).
2. Provide access to psychiatric evaluations for medication management within 72 business hours for consumers who are uninsured or eligible for PBHS services.
3. Effectively respond to the motivation to engage in mental health treatment with timely follow-up appointments.
4. Ensure prioritization of urgent care services to individuals referred. Referrals will be submitted by local emergency departments, psychiatric inpatient units, detention centers/correctional facility mental health/aftercare programs to the Local Behavioral Health Authority. Once reviewed and approved, referrals will be forwarded to the selected provider.
5. Utilize community-based services whenever possible and appropriate to decrease Emergency Department and Acute Unit Inpatient Hospitalization Admissions. Refer consumers to community-based services (e.g. Crisis Beds, Substance Abuse Treatment Services) as indicated and appropriate.
6. Utilize customer surveys to identify the strengths and challenges of these services.
7. Services covered under Medical Assistance, MCHPs, or other insurances are not a category of care eligible for reimbursement. To the extent possible the PBHS or other insurances should be billed to pay for mental health services needed by the consumers.
8. Submit quarterly invoices and outcome measures to the Charles County Local Behavioral Health Authority for Payment to include:
 - a. Number of referrals
 - b. Source of referral
 - c. Date referral received
 - d. Status of appointment (kept or no-show)
 - e. Eligibility for PBHS services

- f. Recommendation for continued services
- g. Case outcome (recommendations accepted)
- h. Serve a minimum of 80 individuals annually.

Q. RESULTS TO BE ACHIEVED

- 1. Appointment Availability: Maintain at least two appointments per week with a Maryland licensed psychiatrist or CRNP-PMH to ensure access to mental health services.
- 2. Timely Access to Evaluations: Ensure that psychiatric evaluations for medication management are accessible within 72 business hours for uninsured consumers or those eligible for PBHS services.
- 3. Engagement in Treatment: Respond effectively to individuals' motivations to engage in mental health treatment, facilitating timely follow-up appointments to enhance continuity of care.
- 4. Prioritization of Urgent Care: Prioritize urgent care services for individuals referred from local emergency departments, psychiatric units, detention centers, and aftercare programs. Maximize the use of community-based services to reduce reliance on Emergency Departments and inpatient hospitalizations, ensuring appropriate referrals to resources like crisis beds and substance use treatment.

R. DELIVERABLES

- 1. Documentation confirming the maintenance of at least two appointments per week with a Maryland licensed psychiatrist or CRNP-PMH.
- 2. Records show that psychiatric evaluations for medication management are provided within 72 business hours for eligible consumers.
- 3. Reports on follow-up appointment scheduling and attendance to assess engagement in treatment.
- 4. Evidence of prioritized services for individuals referred by local emergency departments and other designated facilities.
- 5. Documentation of referrals to community-based services, including crisis beds and substance use treatment programs.
- 6. A monthly report submitted to the Charles County LBHA including:
 - a. Number of referrals received
 - b. Source of referrals
 - c. Dates referrals were received
 - d. Status of appointments (kept or no-show)
 - e. Eligibility for PBHS
 - f. Case outcomes (e.g., recommendations accepted)

S. STAFFING REQUIREMENTS

The provider shall ensure the availability of qualified personnel to carry out the duties required of this program. Personnel assigned to work in this program shall have the necessary professional qualifications to perform the work required as delineated in the above Scope of Services.

Proposal submissions shall include a statement describing the recruitment, training, and supervision of personnel proposed to work in this program. All employment practices shall comply with Equal Employment Opportunity guidelines and the Americans with Disabilities Act.

T. REPORTING REQUIREMENT

Offerors are required to report program progress to the division of Urgent and Acute Care Office of the Criminal Justice Behavioral Health Services for appropriate program oversight and monitoring. Program data is required to be submitted to a data platform to be determined by BHA and may require reporting of aggregated or client-level data as specified by BHA. Data requirements are subject to change

Monthly reporting on performance measures/deliverables is due by the 15th of every month. For example, data collected from January 1st-31st will be due on February 15th to the data platform specified by BHA.

Any Barriers and obstacles experienced related to the inability to provide in-person services must be reported to BHA in the Narrative section of each monthly report.

The BHA Intends to host quarterly programmatic meetings to discuss performance measures and expenditures related to the crisis response grant.

U. PROPOSAL CONTENT

Proposal narratives submitted in response to this request shall not exceed 15 typed, single-sided, single-spaced pages and should address the criteria specified below. Use 12-point font and 1-inch margins. Budget pages DHMH Forms 432 A-H and attachments, such as letters of support, are not included in the 15-page maximum. It shall contain a one-page executive summary.

At a minimum, each proposal shall include the following items in the stated order; all pages shall be numbered; and all the listed components must be included. Proposals that do not include all components will be considered non-responsive and therefore not reviewed or considered for funding.

1. **Transmission letter:** Formal letter stating your intent to provide the services you are proposing and that you have the authority to do so. Provide name or organization, address, and all contact information, including primary contact person.
2. **Approval of Governing Body:** Letter or memo which states that you have the approval and support of your governing body to submit such proposal.
3. **Program budget:** Use DHMH Forms 432 A-H, attached. The budget should specify costs including salaries and fringe, rent, supplies, mileage, etc.
4. **Proposed program:**
 - a. **Population to be served:** Describe your understanding of the needs of young adults with mental illnesses and substance abuse concerns. Discuss your expertise and experience working with such populations in the Public Behavioral Health System what you consider the primary issues for these consumers and the implications for future success in the community.
 - b. **Capacity:** Describe your organization's experience providing any similar services and the results those services have achieved.
 - c. **Program Plan:** Describe the services you intend to provide. What constellation of services will you provide? Who will provide the services? What are their qualifications? In what setting will the services take place? What kind of housing will be provided? What will a consumer experience as she/he progresses through the program?
 - d. **Evaluation:** Describe your quality assurance processes. Cite any results of consumer satisfaction surveys or program evaluations if they are available.
 - e. **Staffing:** What are the qualifications of staff involved in the program? What experience do they have? What will their roles be? How frequently will supervision occur? What are the qualifications of the staff responsible for collecting and submitting data to the CCLBHA in a timely fashion? Describe the cultural competency of the staff.
 - f. **Professional Collaboration:** If the provider intends to use other qualified professionals outside of their organization, who would they be? What are the roles and qualifications of proposed collaborators?
 - g. **Other Collaborative Relationships:** Describe your history of providing services in Charles County and any collaborative relationships you have established. How will you market this program to referral sources and participants?
 - h. **Timeline for Implementation:** Please include a timeline showing when you will accomplish all of the major tasks associated with program start-up and implementation, including hiring, marketing, training, supervision, evaluation, etc.

5. **Organizational Capacity Statement:**
 - a. If incorporated, attach a copy of the most current articles of incorporation. Additionally, submit a roster of all members of the organization's board of directors, including addresses and telephone numbers. Indicate consumer/family representation.
 - b. Attach an organizational chart, illustrating the relationship of the Wellness & Recovery Program services to the other programs in the agency.
 - c. If the provider is DHMH licensed, provide the date of the applicant's last DHMH licensing visit and briefly describe the findings and recommendations. This should include program approval status and any program improvement plans.
 - d. Attach copies of the most recent financial audit and any other reports which demonstrate the organization's fiscal soundness.
 - e. Include a statement describing recruitment (in compliance with the Equal Employment Opportunity (EEO) guidelines and the Americans with Disabilities Act (ADA), training, and supervision of personnel to work in this program.
6. **Licenses and Certification:** Copies of all current licenses and certifications held by the offeror related to the services required by this RFP.
7. **Letters of Support:** Please include at least two letters of support.
8. **Freedom of Information:** Offerors should give specific attention to the identification of those portions of their proposals that they deem to be confidential proprietary information or trade secrets, and provide any justification why such material, upon request, should not be disclosed by the LBHA under the Maryland Public Information Act, State Government Article, Sections 10-611 et seq. annotated code of Maryland.

Offerors are advised that the mere assertion of confidentiality is not sufficient to make matters confidential under the act. Information is confidential only if it is customarily so regarded in the trade and/or the withholding of the data would serve an objectively recognized private interest sufficiently compelling as overriding the general disclosure policy of the act. In determining whether information designated as such is proprietary, the LBHA will follow the direction provided by its attorney when responding to requests for information contained in proposals.

It may be necessary that the entire contents of the proposal of the selected offeror be

made available and reproduced for examination and discussion by a broad range of interested parties.

V. EVALUATION CRITERIA

1. ***Understanding of the population:*** The applicant has experience working with the identified population. (10 points)
2. ***Plan/Services to be provided:*** The applicant has experience in providing similar services. The applicant demonstrates up-to-date knowledge of best practices in the areas of services and applies this knowledge to the proposed program. The applicant integrates the scope of services into the program description and adequately addresses all requirements. (25 points)
3. ***Organizational Capacity/Staffing:*** The applicant demonstrates the capacity to employ staff knowledgeable in the implementation of new programs. The organization has the appropriate infrastructure to administer services. (20 points)
4. ***Quality Assurance/Results:*** The program described is likely to achieve the results listed in Section Q, Results to be Achieved. Methods of outcome assessment and quality assurance procedures are evident. (15 points)
5. ***Budget:*** The budget corresponds to the program description and reflects reasonable costs. DHMH Forms 432 A-H is utilized and complete. The applicant describes sound fiscal practices, demonstrates fiscal accountability, and includes annual financial audit reports to affirm the organization's fiscal ability to adequately support the program. (20 points).
6. ***Appendices/Documentation:*** (10 points)
 - a. Organization Chart
 - b. MDH Licensure/Proof of Accreditation
 - c. Copies of the two most recent annual fiscal audits
 - d. Proof of good standing with the Maryland Department of Assessments and Taxation
 - e. Proof of good standing with the Maryland Department of Charitable Organizations (if applicable)
 - f. Letters of Support/Recommendation
 - g. Reports of outcomes from other grants
 - h. Copy of liability insurance
 - i. Key staff position descriptions/resumes

CCDOH-2025-12

APPENDIX B: Proposal Timeline

Appendices Published As Separate Documents

***** END OF REQUEST FOR PROPOSALS*****