

Request for Qualifications
for
Professional Services



24/7 Licensed Mental Health Professional
(as defined by Section 53-21-102, MCA)
Telemedicine Services to a
Mobile Crisis Response Team
RFQ # 2024-11-12

Statement of Qualifications Deadline – 4:00 p.m. – December 9, 2024

Statement of Qualifications Opening – 9:00 a.m. – December 10, 2024

Park County is seeking 24/7 Licensed Mental Health Professional Telehealth Services for a Mobile Crisis Response Team.

Park County and the City of Livingston are establishing a Mobile Crisis Response Team (MCRT) who will respond to Park County residents in a behavioral health crisis. The MCRT will utilize telemedicine services to provide an evaluation and the creation of safety plans. The telehealth services must be able to provide the scope of services 365 days a year and 24 hours a day. Any Mental Health Professional who is providing telemedicine services must be licensed in the State of Montana and meet the definition of “Mental Health Professional” under Montana Code Annotated Section 53-21-102(16).

Park County, Montana
Contact Information for Communication and Distribution
regarding this Request:

This Request for Qualifications (RFQ) shall be distributed by contacting the Park County Clerk and Recorder’s Office at 414 East Callender Street, Livingston, MT 59047, at clerkrecorder@parkcounty.org, or 406-222-4110.

All responses in the form of a Statement of Qualifications (SOQ) must be submitted to the Park County Clerk & Recorder’s Office.

The Clerk & Recorder’s Office cannot answer questions regarding this RFQ.

All questions must be **submitted in writing via email** to:

Park City-County Health Department
Shannan Piccolo, Park City-County Health Department
414 East Callender Street
Email: spiccolo@parkcounty.org

REQUEST FOR QUALIFICATIONS

PARK COUNTY, MONTANA

24/7 Licensed Mental Health Professional Telehealth Services for a Mobile Crisis Response Team

Park County, Montana (County) is soliciting Statements of Qualifications (SOQ)s for services to provide telehealth services for a MCRT:

- **Scope of Services:**
 - Providing telemedicine services by a Mental Health Professional 365 days a year and 24 hours a day;
 - Ensure the Mental Health Professional response to a MCRT request within a 30 to 45 minutes of the request being sent;
 - Conduct diagnostic assessments, crisis assessments, and medication management assessments. The assessments should determine whether the individual is safe to remain in the community;
 - If the individual is safe to remain in the community, then a safety plan is created for the individual and the safety plan will be provided to the MCRT within 1 hour of the assessment;
 - Assure that the Mental Health Professional(s) meet all standards for licensure, credentialing, and training according to local, state and national requirements as applicable;
 - A Mental Health Professional can be a: (1) physician licensed under Title 37, Chapter 3 of the Montana Code Annotated (MCA); (2) a clinical professional counselor licensed under Title 37, Chapter 39, MCA; (3) a psychologist licensed under Title 37, Chapter 17, MCA; (4) a clinical social worker licensed under Title 37, Chapter 39, MCA; (5) an advanced practice registered nurse, as provided for in 37-8-2002, MCA, with a clinical specialty in psychiatric mental health; (6) a physician assistant licensed under Title 37, Chapter 20, MCA, with a clinical specialty in psychiatric mental health; or (7) a marriage and family therapist licensed under Title 37, chapter 39, MCA.
 - Assure telemedicine services and platform are secure and private of personal health information in accordance with the Health Insurance Portability and Accountability Act (HIPAA);
 - Provide policies and procedures that address all aspects of administrative, clinical and technical components regarding how telemedicine is conducted and shall keep the policies and procedures updated on an annual basis or more often as needed. Provide the latest version of these policies and procedures if updated;
 - Comply with specific consents to treat and for medication administration that apply to the area of mental health, including procedures for obtaining and sharing

consents for mental health treatment and services between tele psychiatry providers and organizations;

- Ensure that the standard of care delivered via telemedicine is equivalent to any other type of care that can be delivered to the individual, considering the specific context, location and timing, and relative availability of in-person care;
- Be responsible for maintaining professional discipline and clinical practice guidelines in the delivery of care in the telemedicine setting, recognizing that certain modifications may need to be made to accommodate specific circumstances;
- Provide and maintain adequate communications infrastructure for consistent and effective operations of telemedicine practice; and
- Ability to expand services to other MCRTs and determination of including additional teams would lower the cost of the service provided.

I. Selection Process

The County will utilize the following general selection process in determining the most qualified Responder:

- 1) Interested Responders shall provide a written SOQ to the County based upon the guidelines and information provided herein;
- 2) Responder shall be qualified to perform the professional services in the State of Montana;
- 3) A selection committee will review and rank all SOQs based upon the criteria set forth in this RFQ;
- 4) All Responders are required to comply with the provisions of state and federal laws and local regulations;
- 5) Two (2) Responders may be short-listed to participate in an interview process. Additional evaluation steps may include, but not be limited to, an interview, a check of references, etc;
- 6) If a committee is utilized, a findings of the committee and its recommendation will be made to the Park County Commission (Commission);
- 7) The Commission will make the final decision as to which Responder will be awarded the contract;
- 8) The Commission will then proceed to negotiate a contract with the selected Responder with a term not to exceed the time necessary to complete the project;
- 9) If an agreement cannot be reached with the selected Responder, the second highest ranking Responder will be contacted to negotiate an agreement; and
- 10) The County reserves the right to reject any and all SOQs at any time, waive minor informalities in the screening process and/or terminate the selection process at any time.

II. SOQ Content

The SOQ should be limited to 15 pages, with font size no smaller than 12 and utilizing 1” margins. The SOQ response should include:

1) Cover Letter

A cover letter with Responder’s legal name, address and phone number with the principal(s) of the Responder and their experience and qualifications. This letter should be signed in ink by a person legally authorized to bind the Responder and/or a principal of the Responder.

2) Understanding of Need

The Responder should clearly state their understanding of the County’s need for telemedicine services for a MCRT.

3) Approach

The Responder should attempt to describe its approach to providing telemedicine services to the MCRT and their ability to provide telemedicine services 365 days a year and 24 hours a day.

4) Experience

The Responder shall provide a description of its experience and expertise providing similar services.

5) Team

Describe the Responder’s team including, but not limited to, who will be the key contacts and technical support team. Discuss who will interact with the MCRT and the organizational structure that will be proposed. Please provide a description of the team members’ individual qualifications.

6) References

A list of at least three client references shall be included in the SOQ. The references should be clients the Responder has provided similar or related services within the past five (5) years. A description of pertinent projects and current contract information for the agency authority should be provided.

7) Fee Schedule

Provide a fee schedule for the requested services.

8) RFQ Acknowledgment Form

The RFQ Acknowledgment Form included within this document must be submitted with the SOQ. This includes acknowledging any addendum(s) that are issued.

III. Selection Criteria

The County will screen and rank the SOQs based on the criteria outlined in this section. The two (2) top-ranked Responder s may be identified for further consideration.

The County may then complete additional evaluations on the remaining Responders such as participation in an interview process, etc. Using a combination of the information provided in the SOQ and the additional information received from the finalists, the selection committee, if utilized, will make a recommendation to the Commission. The Commission will make the final decision to award the professional services contract to the

most qualified f Responder.

A brief description of the primary selection criteria is provided in the following pages:

1) Responder’s understanding of need and approach and quality of the SOQ

This criterion will allow the selection committee to award points based on the quality of the SOQ, the Responder’s understanding of the County’s needs, the f Responder’s approach to the work, or any other quality about the Responder’s Qualifications that sets it apart from any others.

2) Experience serving as a Respondent for other communities

Experience in the role of a Responder for other communities will be considered positively. Proof of an understanding of the role a Responder in this position and a track record of effectively providing this service is preferred.

3) Approach

The County would like to know how the contracted entity can provide telemedicine services to the MCRT and the ability to provide telemedicine services 365 days a year and 24 hours a day.

4) Project team

The County would like to know the experience of the members of the project team that it will work closely with. A description of subcontractors and each team members’ qualifications is important to determining whether the Responder is the best fit for the County.

5) References

The selection committee may perform reference checks. A minimum of three (3) references must be provided as stated above.

A summary of the selection criteria points is provided below:

1. Understanding of Need & Approach	20%
2. Experience Serving as a contracted entity for other Communities	25%
3. Approach	25%
4. Project Team	20%
5. References	10%

Addenda may be issued to modify this RFQ as deemed necessary by the County. Addenda will be distributed to all Responders who obtained the RFQ documents. ***All Responders are required to acknowledge receipt of any addenda in their SOQ. SOQs may be deemed unresponsive if the addenda are not acknowledged.***

A contract will be awarded based upon demonstrated competence and qualifications as set forth in the SOQ and what is in the best interests of the County.

Questions must be in writing and directed to Shannan Piccolo, Park City-County Health Department Director, 414 East Callender Street, Livingston, MT 59047 or at spiccolo@parkcounty.org. The deadline for questions (which will be included in a Q/A addendum response) will be November 21, 2024 by 5 p.m.

All responses must be received at the Park County Clerk & Records Office (414 East Callender Street; Livingston, MT 59047) by no later than 4:00 p.m. on December 9, 2024.

FAXED, ELECTRONIC OR E-MAIL SOQs WILL NOT BE ACCEPTED.

Submitted SOQs must be complete at the time of submission and may not include references to information located elsewhere. All SOQs will be initially classified as being “responsive” or “non-responsive”. If a given SOQ is found to be non-responsive, it will not be considered further. All SOQs and associated documentation become the property of the County. ***The original SOQ shall be signed in ink by a person legally authorized to bind the Responder.*** All SOQs shall be fully valid and not subject to change for 90 days following the submission date.

- Please state “**Response to Request of Qualifications for 24/7 Licensed Behavioral Health Professional Telemedicine Services for a Mobile Crisis Response Team**” on the outside bottom of the response package.
- Include one (1) signed original and two (2) copies of the SOQ.
- Do not collate and bind the documents; please clip the documents for ease of electronic filing.
- SOQs will be opened at 9:00 a.m. on December 10, 2024.
- Promptly upon making a final determination of ranking, the County will proceed to negotiate a contract with the top ranked Responder.
- If negotiations are not successful after thirty (30) calendar days, the County may choose to negotiate with the second ranked, and so forth, until a contract is finalized.
- The County reserves the right, as its sole discretion, to end negotiations at any time and at any stage in the process, and to not award a contract to any Responder. All Responders not selected will be notified by the County of its decision.

This solicitation is being offered in accordance with State law governing procurement of professional services. Accordingly, the County reserves the right to negotiate an agreement based on fair and reasonable compensation for the scope of work and services proposed, as well as the right to reject any and all responses deemed unqualified, unsatisfactory or inappropriate.

IV. Rights Reserved by Park County

This solicitation is being offered in accordance with federal and state statutes governing procurement of professional services. Accordingly, the County reserves the right to negotiate an agreement based on fair and reasonable compensation for the scope of work and services proposed, as well as the right to reject any and all responses deemed unqualified, unsatisfactory or inappropriate.

This RFQ is not in any way a commitment to award a subsequent contract and the County may or may not choose to award a contract as a result of any response. During the conduct of this RFQ activity and at its sole discretion, the County reserves the rights to:

- (a) waive any informality of the RFQ process;
- (b) cancel or terminate this RFQ;
- (c) reject any one or all nonresponsive SOQs received in response to this RFQ;

- (d) waive any provisions of this RFQ that would not have significant impact on any specific proposed response to this RFQ; and/or,
- (e) add or delete items from the scope of services during negotiations with the selected Responder.

The County reserves the right to make its decision on the basis of merit, appropriateness and any other factor. Unless all SOQs are rejected or the solicitation is canceled, a contract will likely be awarded to the Responder whose SOQ best meets the requirements and criteria set forth in this RFQ as determined by the County.

V. Award of Contract

Promptly upon making a final determination of ranking, the County will proceed to negotiate a contract with the top ranked Responder. If negotiations are not successful after thirty (30) calendar days the County may choose to negotiate with the second ranked, and so forth, until a contract is finalized.

The County reserves the right, as its sole discretion, to end negotiations at any time and at any stage in the process, and to not award a contract to any Responder.

All Responders not selected will be notified by the County of its decision.

VI. Debarment & Suspension Status

The selected Responder shall provide proof of being a business in good standing (accessible through the Systems for Administration Management portal search) or a non-debarred or non-suspension status (accessible through the State of Montana – State Procurement Bureau Division portal search).

VII. Nondiscrimination

Each Responder, by submitting an SOQ, understands and agrees to comply with Montana and federal nondiscrimination laws. Responders will ensure that hiring is made based on merit and qualifications and that there will be no discrimination based on race, color, religion, creed, political ideas, sex, age, marital status, physical or mental handicap or national origin by the persons performing under any awarded contract.

VIII. False or Misleading Statements

If the Park County Commissioners believe, at any time, that a Responder's SOQ contains false or misleading statements, references or any other matter, which does not support a function, attribute, capability, or condition as stated by the Responder's SOQ, the SOQ shall be rejected, regardless of the status or the phase of the selection process.

IX. Limitations

- 1) This RFQ does not commit the County to paying any costs incurred by the Responder in the submission or presentation of a SOQ, or in making the necessary studies for the preparation thereof. Further, the County reserves the right to:
- 2) Accept or reject any and all submittals received as a result of this RFQ at any time;
- 3) Negotiate with qualified Responder s;
- 4) Cancel the RFQ, in part or in whole, if it is determined to be in the best interest of

- the County to do so;
- 5) Waive minor irregularities and formalities in the RFQ processes;
 - 6) Seek further SOQs for telemedicine services, in whole or part;
 - 7) The County reserves the right to seek clarification on any point in any SOQ at any phase of the selection process;
 - 8) The Responder will not be the exclusive Responder for Park County and Park County reserves the right to consult and hire other Responders;
 - 9) The County will reserve the right to issue a general RFP for specific projects if it desires to have expanded competition, specialized expertise, or if the Responder elects to not accept a request for a specific work order; and
 - 10) The County will maintain necessary autonomy to ensure that the public interest is best served.

X. Insurance Requirements

If a contract is awarded, the Responder must be able to provide the County with proof of the following insurance coverage:

- 1) Liability insurance in the amount of \$1,000,000.00 or greater, as follows:
 - i. Comprehensive commercial general liability insurance, including personal injury liability, blanket contractual liability and broad-form property damage liability coverage. The following minimum limits are required: Aggregate - \$1,500,000.00; Products - \$1,500,000.00; Personal & Advertising Injury - \$1,500,000.00; and Each occurrence - \$750,000.00;
 - ii. Commercial automobile liability insurance as a result of death or bodily injury to the persons, or destruction of or damage to any property arising out of the ownership, maintenance, or use of any owned, non-owned or hired motor vehicle with limits of not less than \$1,500,000.00 per occurrence. All coverage shall be on an occurrence basis and not on a claim made basis; and
 - iii. Workers compensation and unemployment insurance coverage as required by law with a waiver of subrogation in favor of the County including Employer's liability coverage with limits of not less than \$1,500,000.00 per occurrence; OR, alternatively, the Responder shall provide documentation establishing to the County's satisfaction that the Responder is exempt from worker's compensation and unemployment insurance coverage pursuant to § 39-71-401(3) and § 39-51-204(2), Montana Code Annotated.
- 2) Professional liability insurance, including errors and omissions, with limits of not less than \$750,000.00 per occurrence and \$1,500,000.00 policy aggregate.
- 3) The following inclusions to the Responder's certificate of insurance shall be made:
 - i. Waiver of transfer of rights of recovery against others to the County;
 - ii. It is agreed that this insurance is primary to and non-contributory with any insurance maintained by the County;

- iii. The General Liability Coverage and Automobile Liability shall include endorsements for additional insured, naming the “Park County” its elected officials, employees, agents and volunteers as an additional insured. The additional insured endorsement shall be attached to the certificate of insurance.
- iv. The additional insured shall contain a severability of interest provision in favor of the County and a WAIVER OF Subrogation in favor of the County.
- v. All required coverage shall be written with companies that have at least an AmBest rating of B+VII.
- vi. All insurance shall provide a 30 day notice of cancellation or material change.

RFQ Acknowledgment FORM

For 24/7 Licensed Behavioral Health Telemedicine Services for MCRT RFQ

The undersigned Responder hereby covenants and agrees to it can provide 24/7 telemedicine services for a mobile crisis response team as set forth in this RFQ. The Responder understands that this RFQ is effective for thirty (30) days from the date of opening. All lines on the RFQ Acknowledgment Form *must* be completed.

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Addendum # 1 Acknowledgment: _____
Addendum # 2 Acknowledgment: _____
Addendum # 3 Acknowledgment: _____

Responder's Name _____

Responder's Address _____

Responder's Phone No. _____

Signature of Responder's Authorized Agent

Printed Name of Responder's Authorized Agent