

## **REQUEST FOR PROPOSAL (RFP)**

### **CABARRUS COUNTY BEHAVIORAL HEALTH URGENT CARE (BHUC) AND 16-BED ADULT (18+) FACILITY-BASED CRISIS CENTER**

**Proposal Submission Deadline: June 3, 2022 at 5:00 p.m. EST**

Cabarrus County will receive proposals as described herein. The County reserves the right to reject any or all proposals. All changes to the terms, conditions or specifications stated in this Request for Proposal (RFP) will be documented in a written addendum posted to the County's website.

Questions regarding the RFP may be emailed to Deputy County Manager Rodney Harris at [rdharris@cabarruscounty.us](mailto:rdharris@cabarruscounty.us).

## 1. Project Description

Cabarrus County (“County”) is requesting proposals from for-profit and not-for-profit providers in good standing with the Partners LME/MCO, the Department of Health and Human Services, and all applicable oversight entities, to provide Behavioral Health Urgent Care (BHUC) and Facility-Based Crisis services to adults (18+) at a newly constructed facility in Kannapolis, North Carolina (see Exhibit A). The facility is expected to begin operations in 2024. The County is seeking to enhance existing crisis response service systems in the community and to divert members from hospitalization and emergency departments when appropriate. Facility staff must be able to perform routine medical clearance of members presenting at the facility.

The two aspects of the facility and the required services are as follows:

### A. Behavioral Health Urgent Care (BHUC)

Required services include:

- i. 24 hours a day, 7 days a week, 365 days a year
- ii. Tier IV
- iii. Involuntary Commitment First Evaluations capable (IVC)
- iv. Crisis/Risk Assessment
- v. Physical Health Screening/Medical Screenings
- vi. Clinical Evaluation
- vii. Psychiatric services
- viii. Referrals and case management
- ix. Disposition & discharge planning
- x. Inclusion of family or natural supports (as available, with consent)

### B. 16-bed Adult (18+) Facility-Based Crisis (FBC) Center.

Required services include:

- i. 24 hours a day, 7 days a week, 365 days a year
- ii. Assessments and evaluation of the condition(s) that has resulted in acute psychiatric symptoms, disruptive or dangerous behaviors or intoxication from alcohol or other drugs
- iii. Intensive treatment, behavior management support and interventions, detoxification protocols as addressed in the individual’s treatment plan
- iv. Assessments and treatment service planning that address each of the individual’s primary presenting diagnoses if dually diagnosed with mental health and substance use disorders or mental health or substance use with a co-occurring intellectual or developmental disability, with joint participation of staff with expertise and experience in each area
- v. Active engagement of the family, caregiver or legally responsible person and significant others involved in the individual’s life, in crisis stabilization, treatment interventions, and discharge planning as evidenced by participation in team meetings, collaboration with staff in developing effective interventions, providing support for and input into discharge and aftercare plans
- vi. Stabilization of the immediate presenting issues, behaviors or symptoms that have resulted in the need for crisis intervention or detoxification
- vii. Monitoring of the individual’s medical condition and response to the treatment protocol to ensure the safety of the individual
- viii. Discharge planning

## **2. Facility Staffing Requirements**

### **A. Minimum Staffing Levels for BHUC**

- i. Fully Licensed Clinician per 10A NCAC 27G . 0104 (cannot be a Licensed Clinical Addictions Specialist-LCAS), must be onsite for a minimum of 16 hours per day.
- ii. Licensed staff must be available 24 hours a day, 7 days a week, 365 days a year to complete crisis assessments or IVC evaluations when deemed medically necessary. Tele-Health can be utilized for services provided by fully licensed staff for up to 8 hours per day to the degree that is allowable under the LME-MCO's Tele-Health Policy. In addition, Tele-Health, to the degree allowable under such policy, can be used to provide access to additional fully licensed staff at any time to assist with high patient volume.
- iii. Registered Nurse or Licensed Practical Nurse must be onsite during operational hours to complete medical screening, biometric assessments, vital signs, coordinate with the prescriber and administer medication as needed.
- iv. At a minimum, 1.0 FTE Qualified Professional (for the population served) must be on-site at all times.
- v. At a minimum, 1.0 FTE Licensed Clinical Addiction Specialist (LCAS or LCAS-A) or a Certified Substance Abuse Specialist (CSAC) must be on staff.
- vi. A Psychiatrist, Physician's Assistant who is supervised by a psychiatrist, or a Nurse Practitioner, who meets the criteria outlined under NC Medicaid Clinical Coverage Policy 8C 6.lm, must be available either in person for further evaluation/medication assessment or via Tele-Health, if allowable, for consultation at all times.

### **B. Staff Competencies and Training for BHUC**

- i. Within 30 days of hire to provide BHUC services or within 30 calendar days of the effective date of this policy all staff shall complete the following training requirements:
  - a. BHUC service definition required components (three hours)
  - b. Crisis Response training (three hours)
  - c. Trauma Informed Care (three hours)
  - d. Medication Assisted Treatment (three hours)
- ii. Within 90 days of hire to provide this service, or within 90 calendar days of the effective date of this policy ALL BHUC staff shall complete the following training requirements:
  - a. Motivational Interviewing (six hours)
  - b. Special population training based on staff experience and training needs (mental health, substance use disorder, I/DD, geriatric, traumatic brain injury, deaf and hard of hearing, children and pregnant women. Six hours).

- iii. A minimum of 10 hours of continuing education relevant to the services offered and/or the population served at the BHUC must be completed annually.

These initial training requirements may be waived if the employee can produce written documentation certifying their successful completion of the required trainings within the past 12 months.

Team members shall have a minimum of one year of experience in a crisis management setting or service during which the individual provided crisis response (such as by serving as a mental health/substance abuse first responder for enhanced services, MCM, in an emergency department, or in another service providing 24/7 response in emergent or urgent situations).

Consultation staff do not require the above trainings.

### **3. RFP Submission Requirements**

Proposals will be received, in electronic format only, by Rodney Harris at [rdharris@cabarruscounty.us](mailto:rdharris@cabarruscounty.us). **All proposals must be delivered by 5:00 pm local time on Friday, June 3, 2022.** Providers accept all risk of late delivery regardless of fault.

At a minimum, the submission must consist of the following:

#### **A. Letter of Transmittal**

The proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute a binding legal document on behalf of the organization.

#### **B. Executive Summary**

A summary describing the organizations understanding of the County's requirements and operational details. Should also include background on the organization and the proposed cost model.

#### **C. Statement of Work**

Provide a detailed description of operational details for the facility including proposed staffing model, leadership structure and financial capabilities, among others. Details should be provided separately for the BHUC and FBC.

#### **D. Funding Facility Operations**

Describe the following:

- i. Proposed plan to fund facility operating expenses
- ii. Description of anticipated revenues to offset expenses
- iii. Expenses the organization is capable and willing to fund
- iv. Expenses the organization desires the County to fund

#### **E. References**

Provide at least three (3) references for BHUC and/or FBC operations.

#### **F. Results/Evaluation**

Describe how facility impact will be measured including outcome measures to be tracked and reported to the County. Describe your internal processes for data collection, analysis, and quality assurance.

#### 4. Schedule of Events

The table below shows the intended schedule for this RFP. The County will make every effort to adhere to this schedule.

<b>Event</b>	<b>Date</b>
Request for Proposal (RFP) issued	Tuesday, May 3, 2022
Written questions deadline	Wednesday, May 18, 2022 by 5:00 p.m.
Proposal deadline	Friday, June 3, 2022 by 5:00 p.m.

#### 5. Schedule of Events Details

##### A. Vendor Questions.

Upon review of the RFP document, and completion of the non-mandatory Pre-Proposal Conference, organizations may submit questions for additional clarity. Questions shall be emailed to [rdharris@cabarruscounty.us](mailto:rdharris@cabarruscounty.us) by Wednesday, May 18, 2022 at 5:00 p.m. Organizations should use “BHUC and FBC” as the subject for any emails. Responses to questions received by the deadline will be posted as an addendum to the RFP on the County’s website.

##### B. Submission of Responses.

Responses may be submitted electronically to Rodney Harris at [rdharris@cabarruscounty.us](mailto:rdharris@cabarruscounty.us). Responses sent by any other means will not be accepted.

##### C. Proposal Opening.

Staff will open proposals received after the due date. Proposals will not be read aloud or made available to inspect or copy until any trade secret issues/proprietary and/or confidential information has been resolved and a contract has been awarded.

#### 6. Proposal Evaluation Criteria

Proposals will be evaluated on the ability to meet the requirements of this RFP. Special emphasis will be placed on the proposed team’s experience and qualifications operating comparable facilities. Evaluation criteria include:

A. **Qualifications, experience, and approach.** Understanding, experience, and qualifications in performing the same or substantially similar services.

B. **Financial capability.** Ability to meet the financial requirements of performing the same or substantially similar services.

C. **Cost.** Ability to minimize the financial impact on the County for facility operations.

D. **Ability to comply with County/federal requirements.** Ability to comply with all legal requirements of operating a BHUC and FBC including financial and performance reporting, as well as appropriate expenditure of funds.

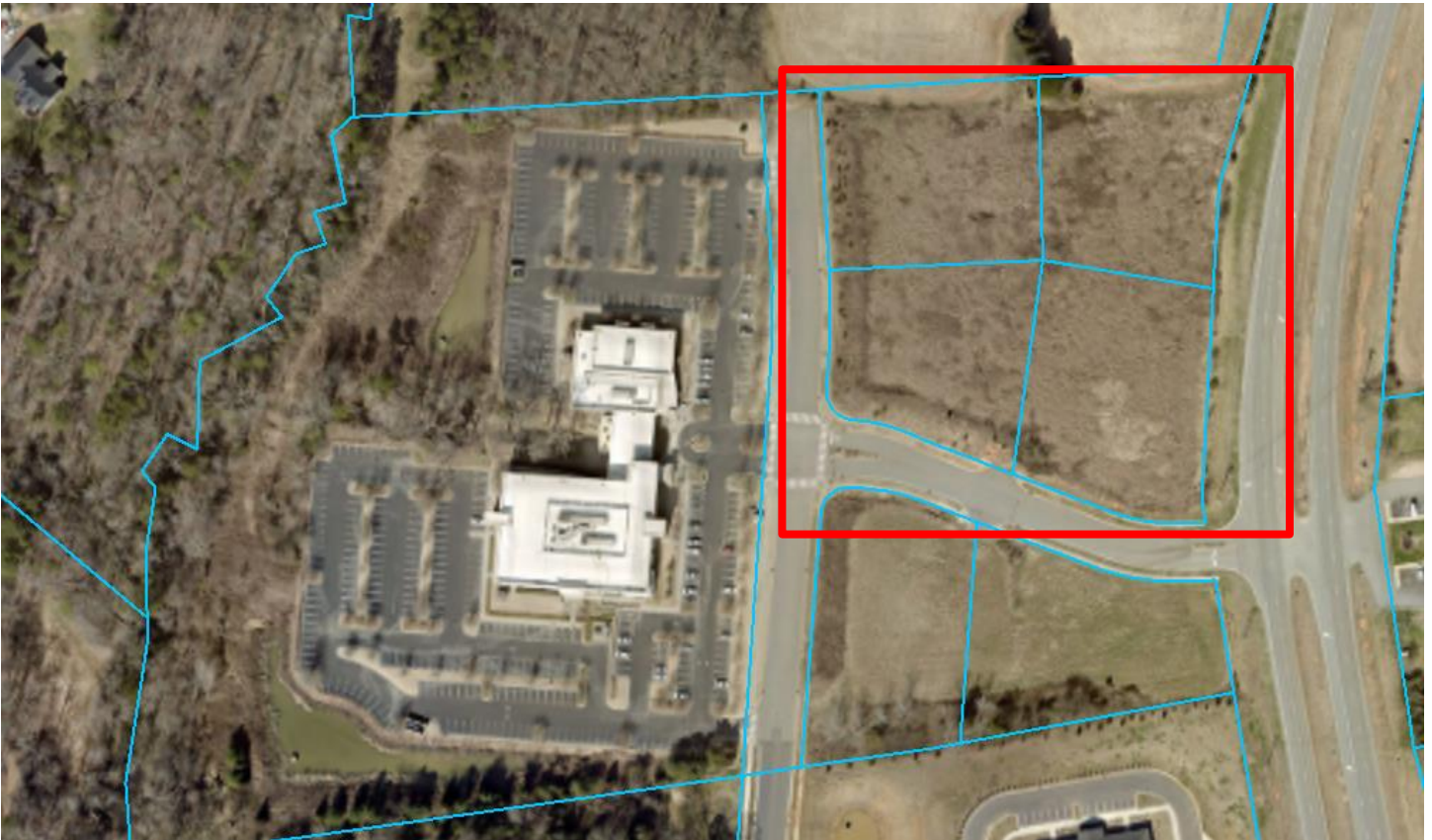
- E. **Ability to comply with County contracting requirements.** Organizations will be required to sign a contract agreement with the County and register through the PaymentWorks platform.

## 7. Terms and Conditions

The County reserves the following rights and options, which may be exercised at the County's sole discretion:

- A. To, at its sole discretion, reject any or all proposals submitted in response to the RFP. The County shall not be liable for any costs incurred in connection with the preparation and submission of any bid.
- B. To supplement, amend, substitute, or otherwise modify this RFP at any time.
- C. To cancel the RFP.
- D. To conduct investigations with respect to the evaluation criteria for one or more potential contractors.
- E. To require potential contractors to supplement, clarify or provide additional information for the County to evaluate the proposals submitted.
- F. To discuss or meet with one or more potential contractors to facilitate arriving at a Contract that will be satisfactory to the County, including but not limited to financial terms.
- G. To award all, none, or any part of the Services that is in the best interest of the County, to one or more of the potential contractors responding, which may be done without re-solicitation.
- H. To reject any or all proposals, waive any defect or irregularity, and to award a contract based upon the proposal(s) that are determined to be in the best interest of the County.
- I. All bid submissions become the property of the County once submitted.

**EXHIBIT A – SITE LOCATION**  
Corner of Kannapolis Pkwy and Solutions St in Kannapolis, NC



**Parcels:**

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5603142682

5603144597