

**Comprehensive Crisis Services
HS-000017 MH
Questions & Responses**

The RFP states that the Crisis Walk-in Stabilization/Crisis Residential program, and the Mobile Crisis services are existing services, therefore is this a rebid of those two services? **We do not see the relevance of this question as it relates to the Request for Proposal.**

Is there an existing provider? **Yes** If so, is the County looking to expand access to these services? **The services are outlined in the Request for Proposal.**

What is the funding source for each service? **We do not see the relevance of this question as it related to the Request for Proposal.**

Will these services move to a different funding source? **We do not see the relevance of this question as it relates to the Request for Proposal.**

What is the amount of funding available for each service? **Agencies are encouraged to submit a realistic budget to support their proposal.**

What is the reimbursement model for each service? **Agencies are encouraged to submit a realistic budget to support their proposal.**

How will the county reimburse the awarded provider for non-Medicaid individuals? **Agencies are encouraged to submit a realistic budget to support their proposal.**

Is each service program funded? **Agencies are encouraged to submit a realistic budget to support their proposal. All available funding will be utilized for this service.**

Is there a rate for each service? **Agencies are encouraged to submit a full budget to support their proposal.**

What constitutes a unit as mentioned in Appendix AA? **To be determined.**

What is the anticipated volume for each service? **N/A**

Is there any historical volume data for review? **Yes, however, data will not be shared at this time. Pulling such data would take far more time than the RFP timeline allows.**

What is the contract length? **Delaware County typically contracts for a one year term on a fiscal year basis with renewal options dependent upon available State and/or Federal funding.**

What is the timeframe for the cost report? **All details and submission requirements are outlined in the Request for Proposal and on PennBid.**

What is the implementation expectations? **All details and submission requirements are outlined in the Request for Proposal and on PennBid.**

Must the Mobile Crisis Service include Co-Response Models, or can the Mobile Crisis Service program be without the Co-Response Model? **All details and submission requirements are outlined in the Request for Proposal and on PennBid.**

Could you elaborate on the expectations and requirements of the Crisis Call Center/Peer Warm Line/988 service? Is this a delegate line? **All details and submission requirements are outlined in the Request for Proposal and on PennBid.**

Can you provide details (address, layout, readiness status, and current licensure held) of the County-identified location for the Walk-In Crisis Stabilization and Residential Program? **The location is not available at this time.**

Will the County be responsible for lease agreements, renovations, or utilities at the identified site? **The expectation is that the provider will be responsible for such items, and submitted proposals should include any/all such costs.**

What is the County's timeline expectation for program implementation post-award? **The expectation is as soon as feasible, but no later than 7/1/2025.**

Is there a preferred or required electronic health record (EHR) system? **No**

Will the County require integration or data exchange with existing county or state systems (e.g., 988 call center, jail, or hospital EMRs)? **Integration of information is a best practice but not expected.**

Will the County provide any start-up or capital funding? **See above.**

Is the provider expected to fund operations until Medical Assistance/HealthChoices reimbursement begins? **The provider is expected to explore all funding sources and to work with Community Care Behavioral Health to become credentialed as soon as is feasible. The provider is also expected to become credentialed and bill existing physical health providers for private insurers.**

How will services for uninsured or underinsured residents be funded? **County/State based dollars are funds of last resort.**

Is the County providing any general funds or grants for these populations? **The County will meet all requirements as outlined in regulations.**

Is a separate technical proposal needed for each program we are bidding for needed? **As outlined in the Request for Proposal, interested vendors should include what crisis services they are including in their proposals.**

Is the 10 page limit for all services we are bidding for or for each individual programs technical proposal? **10-page limit is for each program.**

Should there be a separate budget for each program we are bidding for or should the budget be submitted as a whole? **As a whole with each program you are bidding on identified with specifics within the whole.**

Will the programs be Program Funded? **Mental Health will work with the program regarding budgets and billing options**

Does the Warm Line need to be 24/7? **These details are outlined in the Request for Proposal.**

Is the expectation that the Crisis Residential Program serves Children? **These details are outlined in the Request for Proposal.**

Is there space available at the planned location of the Crisis Residential to house the Walk in Center and/or the call center? **Yes**

Is there an expectation to have multiple sites for the Mobile Units? **These details are outlined in the Request for Proposal.**

Is there a required response time for Mobile Units to respond on scene? **Interested vendors are encouraged to submit a proposal to fully support their program.**

Is a copy of the fiscal audit required with in the response to the RFP? **All details and submission requirements are outlined in the Request for Proposal.**

Will the County or the Provider be responsible for the Crisis Residential building in terms of Rent, Maintenance, Utilities and other associated costs for the building? **The expectation is that the provider will be responsible for such items, and submitted proposals should include any/all such costs.**

Are there any costs to the organization related to the identified facility as mentioned in the RFP (i.e., furniture, equipment, necessary renovations)? **The expectation is that the provider will be responsible for such items, and submitted proposals should include any/all such costs.**

Is the walk-in component co-located with residential? **Yes**

Is the call center line different from 988, or is it the community-level 988 line? **The proposal is for one crisis phone line.**

Do you have an estimation of how many individuals might visit the walk-in center per day? **Not at this time.**

On RFP page 3, C.a., it says “one original professional”—should this be “proposal”? **Page 3, C. states: PROPOSAL submission must include two (2) uploads: a. One (1) Original, professional on formal letterhead; and b. One (1) Copy where ALL provider information must be redacted from. This copy must not contain any provider identifiers, those that do will not be considered.**

Could you please provide a copy or link to OMH 92-16? **OMH bulletins can be obtained on the OMHSAS website.**

On RFP page 7, who is paying for residential stays beyond 23 hours for voluntary and involuntary? Are voluntary and involuntary allowed to stay longer than 23 hours? **Funding options are a combination of County and CCBH Funds. Program must follow the regulations for the walk in crisis center.**

Is the crisis residential stay 72 hours? **Per Crisis Residential Regulations.**

What are the start and end dates of the award? **Our goal is to have an Agreement fully executed for the 2025/2026 fiscal contracting year.**

Are there opportunities for extension? **Delaware County typically contracts for a one year term on a fiscal year basis with renewal options dependent upon available State and/or Federal funding.**

The provider is responsible for the building cost such as rent, maintenance, utilities and will add those costs to the budget. We would seek additional funding to help cover these costs, but for start-up and/or uncovered costs is the County providing funding for the facility costs to reimburse the provider? **The expectation is that the provider will be responsible for such items, and submitted proposals should include any/all such costs. Startup costs may be available upon approval from the County and OMHSAS**

What does Delaware County anticipate will be the annual volume of calls the call center would manage? **Delaware County does not have this information currently.**

As it relates to the call center, the RFP calls for in-county capabilities. Would Delaware County permit call center activities to be managed remotely with dedicated staff? **Vendors are encouraged to submit a proposal to support their program vision.**

What does Delaware County anticipate will be the monthly call volume for mobile crisis? **This information is currently not available.**

If we write for multiple services, is it possible we could be awarded some but not all of the services we apply for? **Yes** For example, we submit one application with two different

service narratives, can we be awarded one of the services but not the other? **It is a possibility**

Is there an age range for children/adolescents to be served? **Please provide your ability to serve children of any age.**

Are you looking for a One Year budget? **Delaware County typically contracts for a one-year term on a fiscal year basis with renewal options dependent upon available State and/or Federal funding.**

Is the 8 bed residential for all ages? If so, and a minor is staying in the residential will they need a separate space designated for youth? **As outlined on Page 1 Objective, interested vendors must submit a proposal that complies with the 3800 children's regulations and have a separate area for children: entrance, intake and treatment.**

What are the food requirements for the 8 bed residential? **Providers are expected to provide all meals and snacks.**

How many chairs are in the walk in Crisis Stabilization? **Vendors are encouraged to submit a proposal to support their program vision.**

How many individuals do you expect to be served a month for: a. The Walk In Stabilization, the Crisis Mobile Services? **Vendors are encouraged to submit a proposal to support their program vision.**

The RFP mentions serving "co-occurring disorders (Intellectual and Developmental Disability, Substance Use Disorder)", will the provider also serve mental health? **Yes, the provider will serve primarily mental health.**

The RFP asks for a cost proposal. To help develop a cost proposal for call center activities, please provide projected volume of calls the call center would manage on either an annual or monthly basis. **Delaware County does not currently have that data, we currently do not have a crisis call center.**

To support the goal of a 7/1/25, would the County permit a staggered start of services with most critical functions being live for the 7/1/25 goal? **Vendors are encouraged to submit a proposal to support their program vision.**

Would a team of remote but dedicated staff be permitted for the call center, or does the call center team need to be on-site in Delaware? A remote model would reduce cost. **Vendors are encouraged to submit a proposal to support their program vision.**

For bidders responding to provide call center support and not a provider, does the County prefer the bidder to partner with a provider who would be rendering mobile crisis and/or

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