



REQUEST FOR PROPOSALS (RFP): 988 Helpline Behavioral Health Call Triage and Mobile Response Team Dispatch

Pre-Proposal Conference Held: September 13, 2022 | 2 p.m.
Behavioral Health System Baltimore, Inc.
100 South Charles Street, Tower II, Floor 8
Baltimore, Maryland 21201

BHSB Facilitators:

Kelsi Loos, Procurement Lead
Daniel Rabbit, Project Lead

QUESTIONS AND ANSWERS

Posted: September 20, 2022

The stated anticipated service term is shown as December 1, 2022 through June 30, 2023, and on page 15 of the RFP, responders are asked to provide a proposed program budget for a 12-month contract term. Please clarify how many months responders should include in the line-item budget.

This will be a seven-month contract. The RFP has been updated to correct this inconsistency.

BHSB requests responders to provide an implementation work plan that includes all activities necessary to perform services listed in our proposal. Are responders allowed to upload an additional document to satisfy this request? If so, where within the Survey Monkey Apply application should we upload this document?

Yes, there is now an optional field in Survey Monkey that will allow applicants to upload multiple files related to the implementation work plan.

BHSB requests six items to be completed in the appendix. The Survey Monkey Apply application only has space to upload the Certificate of Good Standing and Financial Statements. Please clarify where the other four requests should be uploaded.

The Organizational Chart, Names/Bios/Roles for all individuals/subcontractors working on this project, and three complete professional references from clients including contact info should be uploaded under the Organizational



Background and Capacity section. The budget should be uploaded under the budget section.

Does MD allow for a no cost extension?

It is possible, but not especially common for a one-time appropriation.

Do you want reference letters or just contact information for references?

Contact information is fine.

In section F under the overview, is the reference to technology related to technology the consultant would use to conduct the work, including training on protocols or does it refer to the consultant needing to purchase technology that supports the dispatch and triage protocol?

It could be either, we are flexible on what you include in the budget.

Hasn't GBRICS already purchased call center and dispatch technology?

Yes, we are using Behavioral Health Link as the platform. However, we are open to other tools to create a seamless and coordinated interaction between agencies.

Do subcontractors have to be MD-business approved?

The vendor needs to have a Certificate of Good Standing. Confirm with contracting team.

Will there be a budget template?

You may submit your budget in the form you prefer.

Is it expected that the tech upgrades or system improvements also fall within the 7 Mo timeline referenced?

No, not necessarily. We are looking to identify what is needed within the contract term. Making the investments does not necessarily need to fall within the 7-month timeline. Relatedly, we want the vendor to create an implementation plan, but all proposed training does not need to occur in the seven months, for example.

End of Questions and Answers