



REQUEST FOR PROPOSALS:

Telehealth Equipment for Behavioral Health Services

Release Date: August 23, 2023

Pre-Proposal Conference: September 6, 2023, at 1:30 p.m.

Proposal Due: September 21, 2023, at 12:00 p.m.

Anticipated Award Notification: November 1, 2023

Anticipated Contract Start: December 1, 2023

Issued by:

Behavioral Health System Baltimore, Inc.
100 South Charles Street, Tower II, 8th Floor
Baltimore, Maryland 21201

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REQUEST FOR PROPOSALS

Telehealth Equipment for Behavioral Health Services

I. Overview of the Project

A. OVERVIEW OF BHSB

Behavioral Health System Baltimore, Inc. (BHSB) is a non-profit organization tasked by Baltimore City to manage the city's public behavioral health system. As such, BHSB serves as the local behavioral health authority for Baltimore City. In this role, BHSB envisions a city where people live and thrive in communities that promote and support behavioral health and wellness.

BHSB is committed to enhancing the behavioral health and wellness of individuals, families, and communities through:

- The promotion of behavioral health and wellness prevention, early intervention, treatment, and recovery;
- The creation and leadership of an integrated network of providers that promotes universal access to comprehensive, data-driven services; and
- Advocacy and leadership of behavioral health-related efforts to align resources, programs, and policy.

BHSB is committed to promoting behavioral health equity in Baltimore City by ensuring that the behavioral health provider network is culturally and linguistically responsive to the diverse populations served; reducing behavioral health care access barriers for populations known to experience discrimination and marginalization; and supporting communities directly to develop services that are responsive to their unique strengths and needs.

B. OVERVIEW OF PROJECT

Through this Request for Proposals (RFP), BHSB is seeking two licensed non-residential behavioral health providers to provide telehealth services for consumers in Baltimore City.

This project responds to the increased use of telehealth services during the COVID-19 pandemic, and the challenges of many consumers who do not have access to videoconferencing technology. These disparities in telehealth access exist based on income, race and ethnicity, and geographic location.

This RFP will address the lack of access by providing smartphones and tablets to behavioral health consumers. BHSB will award funding for providers to purchase

HIPAA-compliant smartphones and tablets, along with internet service for video conferencing.

The provider must develop a process to ensure that the equipment will only be provided to consumers who would otherwise not have access to telehealth services. The awarded providers will purchase the smartphones and tablets, and they will lend them at no cost to their clients.

This funding is available to any outpatient program, including but not limited to:

- Outpatient mental health treatment providers
- Outpatient substance use treatment providers
- Psychiatric Rehabilitation Program (PRP) providers
- Targeted case management providers
- Mobile treatment teams
- Opioid Treatment Programs (OTPs)
- Assertive Community Treatment (ACT) teams
- Supported employment programs, and
- Other community-based outpatient treatment programs.

C. SCOPE OF SERVICE

BHSB will select two Baltimore City-based, licensed non-residential behavioral health treatment providers to deliver telehealth services. These providers will:

- Develop a process to identify at least 25 clients who would otherwise not have access to telehealth services. Additional clients may be served if funding permits.
- Develop an equipment loan agreement that allows the consumers to borrow grant-funded equipment while they are enrolled in the treatment program.
- Ask consumers to sign the agreement and track the equipment.
- Reserve an amount not exceeding \$1,740.00 for any needed equipment replacement or repairs needed during the grant period.
- Pay, as needed, the monthly wireless carrier fees or internet service for up to one year per consumer.
- Provide adults with loaned smartphones and provide children/adolescents with loaned tablets or smartphones. Adults with a demonstrated medical need for a tablet to engage in telehealth services may be provided a loaned tablet with approval of BHSB.
- Provide participants with technical support needed to maintain equipment functionality comparable to the level of support provided to program staff.

D. FOCUS POPULATION

Consumers being served at a licensed, non-residential behavioral health program who would otherwise not have access to telehealth services.

E. FUNDING AVAILABILITY

The total amount of the telehealth funding available is \$43,500.00. This amount will be split so that each provider receives \$21,750.00 for the purchase of telehealth equipment and one year of service on the device.

Funds shall be used for purchasing HIPAA-compliant smartphones and tablets and up to one year of internet access suitable for video conferencing. The purchased equipment will be the property of the provider. If the BHSB grant is renewed, providers would be required to use subsequent years' funding to purchase equipment to loan to a new cohort of consumers.

Funds must only be used for telehealth equipment. They may not be used to pay for any services reimbursed through Medicaid.

F. QUALITY AND FINANCIAL REVIEW

As part of BHSB's procurement process, internal Quality and Financial Reviews are completed to ensure there are no significant concerns with the organization(s) being selected. Applicants should be sure to provide the most recent available versions of all requested documentation with their RFP application in order to ensure this is a smooth process.

G. CONTRACTING WITH BHSB

Applicants selected through this process will enter into a contractual agreement with BHSB. Following a notification of selection, BHSB will issue a Letter of Award that provides details about the contract and the process for executing it. Selected organizations will be required to submit a new budget on BHSB's budget forms, which will be reviewed for allowable costs under the grant.

Please note that applicants may be asked to change their budgets and/or details of their proposals even if the proposal was selected for funding. Applicants new to BHSB's contract process are encouraged to review relevant forms available on our website here: <https://www.bhsbaltimore.org/for-providers/forms-for-providers>.

Contract Type and Payment

The contract and payment type that will result from this procurement is described below. Applicants are encouraged to consider whether their organization will be able to operate with this payment mechanism before applying for these funds.

- Cost Reimbursement – Actual Expenditures
 - Vendor receives payment after costs are incurred and reported.
Payment is based on the costs reported for a specific period.

BHSB issues payments once per month. Applicants should note that submitting required documents and reports late can result in delayed payment.

Contract Monitoring and Technical Assistance

Selected applicants will be required to submit regular Program and Financial reports to BHSB using an electronic contract management system. BHSB will review these reports to monitor progress and contract compliance throughout the contract term.

Program Reports include an update on progress toward deliverables (e.g., number of people served, number of services delivered, etc.). Some program reports may also require organizations to attach a data report with additional information (e.g., consumer demographic information, process and/or outcomes data, etc.). BHSB monitors progress on these reports throughout the contract term and may offer technical assistance and support if deliverables are not being met.

Financial Reports are required to generate payment and involve submitting actual expenditures or invoices (depending on the contract type) and to monitor spending compared to the budget or award amount. If organizations are spending more or less than expected awarded throughout the contract term, BHSB may offer technical assistance and support to ensure the funding covers the contract term fully and BHSB may reduce funding if all funds are not likely to be expended by the end of the contract term.

Please note that submitting Program or Financial Reports late can result in delayed payment.

Verification of Services

BHSB audits all contracts to review whether the requirements set forth in the contract were completed as reported and that relevant federal, state, and local regulations were followed. This generally occurs after the conclusion of the contract period. Audits may be conducted remotely through a review of documents submitted to BHSB or on-site at the organization's location.

Applicants should be aware of best practices in documenting both programmatic and financial activities to aid in an efficient audit.

II. Overview of RFP

A. PURPOSE OF RFP

The purpose of this RFP is to select two licensed non-residential behavioral health providers in Baltimore City to purchase and loan telehealth equipment to enrolled consumers who would not otherwise have access to behavioral health services.

B. APPLICANT ELIGIBILITY

Applicants must meet all of the criteria outlined below to be considered eligible to be selected through this RFP process:

- Located in Baltimore City
- Licensed, non-residential behavioral health provider (including Outpatient mental health treatment providers, Outpatient substance use treatment providers, Psychiatric Rehabilitation Program (PRP) providers, Targeted case management providers, Mobile treatment teams, Opioid Treatment Programs (OTPs), Assertive Community Treatment (ACT) teams, Supported employment programs, and other community-based outpatient treatment programs.

C. PROPOSAL TIMEFRAME AND SPECIFICATIONS

1. Timeline

Release Date:	August 23, 2023
Pre-Proposal Conference:	September 6, 2023, at 1:30 p.m.
Proposal Due:	September 21, 2023, at 12:00 p.m.
Anticipated Award Notification:	October 30, 2023
Anticipated Contract Start:	December 1, 2023

2. Pre-Proposal Conference

Date: September 6, 2023

Time: 1:30 p.m.

Location: Microsoft Teams meeting - Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only): +1 443-819-0973,,316670708#

Phone Conference ID: 316 670 708#

Please join five minutes early to leave time to troubleshoot. If you have any problems accessing the meeting, please contact Procurements@BHSBaltimore.org.

All questions related to this RFP should be submitted in advance to Procurements@BHSBaltimore.org no later than the close of business on September 5, 2023. There may be time at the end of the meeting to ask additional questions, depending on the number of questions submitted.

Questions posed prior to or during the Pre-Proposal Conference and BHSB's responses will be posted on BHSB's website at <https://www.bhsbaltimore.org/for-providers/funding-opportunities/> by **September 13, 2023.**

The questions and answers will also be emailed to all individuals who submitted questions. If you would like to be emailed this document but do not have a question, please let the Procurement Lead know by emailing Procurements@BHSBaltimore.org.

Questions received after this conference cannot be answered.

3. Proposal Due Date, Time, and Location

BHSB uses Survey Monkey Apply (SM Apply) to manage applications. All proposals must be submitted through this system. Applicants must register with the system ahead of time and submit narrative and supporting documents directly through the system. You are able to save your application and continue working on it before submitting it. BHSB encourages all applicants to test this system well in advance of submitting proposals.

Applicants can access SM Apply here: <https://bhsb.smapply.org/>

All proposals must be received no later than **12:00 pm (noon) EST on September 21, 2023.** All submitted proposals become the property of BHSB. If you are having technical troubles related to submitting your proposal, contact BHSB before the due date/time at Procurements@BHSBaltimore.org

Proposals submitted after the due date/time cannot be considered.

4. Interviews

Applicants whose proposals are ranked highest by a Review Committee may be asked to participate in an interview.

5. Authorized Contact

Applicants are advised that the authorized contact person for all matters concerning this RFP is Kelsi Loos whose contact information is listed below.

Kelsi Loos, Procurement Lead

Email: Procurements@BHSBaltimore.org

6. Anticipated Service Term: December 1, 2023 – June 30, 2024, with options to renew annually pending availability of funding and performance.

D. AWARD OF CONTRACT

The submission of a proposal does not, in any way, guarantee an award. BHSB is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. BHSB reserves the right to withdraw an award prior to execution of a contract with a selected applicant in BHSB's sole and absolute discretion.

BHSB will select the most qualified and responsive applicants through this RFP process. BHSB will enter into a contract with selected applicants following the notification of award. All selected applicants must comply with all terms and conditions applicable to contracts executed by BHSB.

E. RFP POSTPONEMENT/CANCELLATION

BHSB reserves the right to postpone or cancel this RFP, in whole or in part.

F. APPLICANT APPEAL PROCESS

Applications must be complete and fully responsive to the below Proposal Narrative Outline and must include all required appendices. Applicants may file an appeal within five days of notification of non-selection. BHSB will not review new proposal materials that were not included in the application. BHSB will review the appeal letter and respond to the non-selected applicant within ten working days of receipt of the appeal.

G. GOVERNING LAW AND VACCINATION MANDATES

The applicant acknowledges and agrees that BHSB is a federal contractor for purposes of Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors (the "Order"). The applicant and its subcontractors shall comply with the Order and all other applicable mandates, rules, laws, and regulations (collectively, the "Requirements"). Upon request by BHSB, selected applicants shall promptly provide evidence of compliance with the Requirements and shall promptly take such further actions as may be requested by BHSB with respect to the Requirements and/or the resulting Contract. The applicant and all of its

subcontractors shall, for the duration of the resulting Contract, comply with all guidance for contractor and subcontractor workplace locations published by the Safer Federal Workforce Task Force. These requirements shall be incorporated into all subcontracts of Sub-Vendor.

III. Format and Content of Proposal

A. PROPOSAL INSTRUCTIONS

Applicants must submit all required information using Survey Monkey Apply (SM Apply) accessible here: <https://bhsb.smapply.org/>.

Late proposals will not be considered.

It is the policy of BHSB to adhere to the rules and regulations in the Health Insurance Portability and Accountability Act (HIPAA). We do not anticipate that any proposal submitted in response to this RFP would include individually identifiable health information. However, if it does, please remember that protected health information (PHI) needs to be secured via encryption and should adhere to the Guide to IT Privacy and Security of Electronic Health Information:

<https://www.healthit.gov/topic/privacy-security-and-hipaa/health-it-privacy-and-security-resources-providers>.

B. PROPOSAL NARRATIVE OUTLINE AND RATING CRITERIA

The outline below shows the information being requested for applications and how points will be awarded during the review. Use SM Apply to submit your responses. See the instructions for more information about how to submit proposals.

1. Organizational Background and Capacity (20 points)

- a. Provide an overview of your organization, including how long it has provided behavioral health services and telehealth care. Attach as an appendix all relevant licenses and certifications.
- b. Describe your organization's experience managing telehealth services, meeting contractual deliverables and obligations (including any contracts with BHSB), and your capacity to manage the programmatic and financial requirements of this grant.
- c. Describe whether your organization is owned and/or led by members of historically marginalized or oppressed groups, including racial and ethnic groups (i.e., African American/Black, Latinx), LGBTQIA communities, people with disabilities including behavioral health disorders, etc. BHSB awards additional points to help address systemic barriers that have led to inequity in access to funding.

2. Principles and Values (10 points)

- a. Describe how your organization's current practices ensure telehealth services are delivered in a culturally and linguistically competent manner, responsive to the diverse communities served, including individuals for whom English is a second language.

3. Service Delivery (40 points)

- a. Describe your organization's plan to provide all services as outlined in the Scope of Service section of this RFP.
- b. Describe how the proposed program would identify and be responsive to your clients' challenges accessing telehealth services. Include the areas of Baltimore City your program serves.
- c. Describe how the proposed program would handle overdoses, suicide risk, and behavioral health crises when providing telehealth services.

4. Effectively Serving the Focus Population (10 points)

- a. Describe your eligibility criteria for selecting consumers to receive loaned telehealth equipment.

5. Program Evaluation and Quality Assurance (10 points)

- a. Describe how your organization ensures consumer confidentiality during the provision of telehealth services.

6. Proposed Program Budget (5 points)

- a. Attach a line-item budget for the grant period 12/1/23-6/30/24 and a budget narrative/justification in the body of your proposal, not as an appendix.

7. Implementation Timeline (5 points)

- a. Provide a detailed timeline that shows when the telehealth equipment will become available for consumers during the FY24 contracting period (December 1, 2023 through June 30, 2024.)

8. Appendices

- Copies of all relevant licenses/certifications including any licenses issued by Maryland Department of Health (BHA and OHCQ).
- Most recent final Financial Audit package including Findings and Management Letter from an independent auditor (preferred) OR a recent unaudited Income Statement AND Balance Sheet, if an audit is not available.
- Most recent IRS 990 – Return of Organization Exempt from Income Taxes or Business or Personal Tax Return if an IRS 990 is not required to be filed.
- Certificate of Good Standing from the Maryland Department of Assessments and Taxation (screenshots from the MDAT website will not be accepted)