



# **Intensive and Sustained Engagement Teams**

## **Request for Proposals**

**Grant Procurements**

**(On-Line Submission Required)**

**October 2023**

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## **1. Introduction and Background**

### **1.1 Purpose of the Request for Proposals**

The New York State Office of Mental Health is seeking proposals to contract with community-based, Peer-Run organizations to implement Intensive and Sustained Engagement Teams (INSET) in either the Western New York region or the Central New York region in New York State. Applicants can choose to provide service in one or more counties within the proposed region. The INSET program components and the administering agency responsibilities are detailed in Section 5.

New York's behavioral health system continues to look for ways to better meet the needs of vulnerable community members. Chronic and long-term mental illness, substance use, complex and compounding health and wellness issues and a lack of ongoing and consistent access to care that is supportive, trauma informed and equitable combine to create significant gaps. Intensive and Sustained Engagement Teams (INSET) are believed to be effective in reaching, engaging and helping people who are experiencing such gaps.

The counties within the Western New York region are: Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne, Wyoming, and Yates Counties.

The counties within the Central New York region are: Broome, Chenango, Cayuga, Clinton, Delaware, Essex, Cortland, Onondaga, Oswego, Otsego, Jefferson, Lewis, St. Lawrence, Madison, Oneida, Montgomery, Fulton, Franklin, Herkimer, and Hamilton Counties.

In response to Question 7.1a in Section 7.1, applicants should identify the county or counties they intend to serve in their application.

If an applicant chooses to apply for both regions (resulting in an award to only one region), they must submit separate applications.

### **1.2 Objectives and Responsibilities**

Of significant value and a key objective of INSET is the kindling of hope and connection for vulnerable people, the inspiration that recovery is indeed possible, and that they are not alone. It is anticipated that INSET will reduce repeated hospitalizations and lengths of stay, incarcerations and costs connected to the high rate of physical health issues usually experienced by individuals most in need.

In addition to establishing recovery plans and working on individual goals and objectives, other services can be included. Additionally, staff will help guide individuals on creating valued life goals, which include work, school, parenting, volunteering, and being active members in the community of their choice.

Respondents should include practices for communicating with county Assisted Outpatient Treatment (AOT) programs, Single Point of Access (SPOA) contacts, hospital discharge planners, legal liaisons and/or advocates, courts, judicial officials, hospitals, clinics and other mental health program providers with the goal being to engage individuals who may benefit from INSET early in their experience of mental illness, in lieu of AOT, and/or upon discharge or “stepping down” from other services.

Other services which enrolled individuals may be referred to and in which they may be co-enrolled include:

- care management
- clinical services
- housing
- CORE/HCBS
- PROS

INSET is a voluntary, peer-led engagement approach. A multi-disciplinary team supports the enrolled individual and their peers in establishing person-centered goals and in accessing needed services and supports in the least restrictive manner possible.

Ability to position INSET correctly with and through the counties where it is implemented will be critical. INSET is based on the principle of informed, voluntary engagement. INSET could be part of the Enhanced Voluntary Services (EVS) offered to individuals in need.

Background on Enhanced Voluntary Services includes the fact that as localities began to identify individuals who were in need of AOT, they also identified other individuals who did not require court-ordered treatment but nevertheless had unmet service needs. Many of these individuals were willing to voluntarily participate in necessary services. In some areas of New York State these “service enhancements” can also include a signed service agreement, special reporting requirements for assigned case managers and increased monitoring of cases by the county.

Engaging in a mutual relationship based on collaborative and trauma-responsive connections will be key. The intent is to re-orient individuals to the community of their choice and toward a self-directed life.

For more information about AOT please visit: <https://my.omh.ny.gov/bi/aot>

### **1.3 Target Population/Eligibility Criteria**

Individuals currently receiving AOT services, AOT eligible, or people who have been identified as high-risk/complex needs individuals of at least 18 years of age who cycle in and out of emergency department, inpatient and/or forensic settings. Due to a variety of life circumstances, individuals receiving or at risk for receiving AOT services continue to remain highly vulnerable and in need of wrap-around

supports that meet people where they are and offer compassionate understanding from others who have been in similar situations.

## 2. Proposal Submissions

### 2.1 Designated Contact/Issuing Officer

OMH has assigned an Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid being deemed non-responsive, an applicant is restricted from making contact with any other personnel of OMH regarding the RFP. Certain findings of non-responsibility can result in rejection for a contract award. The Issuing Officer for this RFP is:

Jeremy Rossello  
Contract Management Specialist 2  
New York State Office of Mental Health  
Contracts and Claims  
44 Holland Avenue, 7<sup>th</sup> Floor  
Albany, NY 12229  
[OMHLocalProcurement@omh.ny.gov](mailto:OMHLocalProcurement@omh.ny.gov)

***Any general inquiries must have in the Subject Line “INSET RFP Inquiry”. Please be advised if the Subject Line is not indicated as instructed in this Section, OMH cannot guarantee that the Question will be listed in the published Questions and Answers.***

### 2.2 Key Events/Timeline

|                                         |            |
|-----------------------------------------|------------|
| RFP Release Date                        | 10/31/2023 |
| Questions Due                           | 11/15/2023 |
| Questions and Answers Posted on Website | 12/5/2023  |
| Proposals Due by 2:00 PM EST*           | 1/9/2024   |
| Anticipated Award Notification          | 2/1/2024   |
| Anticipated Contract Start Date         | 4/1/2024   |

\*OMH strongly advises that applicants do not wait until the last day/last few hours to complete and submit applications/proposals to Grant RFPs. Exceptions will not be considered or made for an applicant who cannot complete their proposal/application by the due date and time of the RFP.

### **2.3 Disposition of Proposals**

All proposals submitted by the due date and time become the property of OMH. Any proposals not received by the due date and time do not get reviewed and are excluded from consideration.

### **2.4 Eligible Agencies**

Eligible applicants are not-for-profit agencies with 501(c) (3) incorporation located in New York State. In addition, at least 51% of their governing board (Oversight Body) and a preponderance of their staff must be people with lived experience of having mental health issues and experience with the public mental health system.

Please be advised that all questions regarding Eligibility will be responded to through the official posting of the Questions and Answers. No questions about Eligibility will be responded to either individually or prior to the posting of the Q&As.

### **2.5 RFP Questions and Clarifications**

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by e-mail to [OMHLocalProcurement@omh.ny.gov](mailto:OMHLocalProcurement@omh.ny.gov) by 2:00 PM EST on the “Questions Due” date indicated in section 2.3 and will be limited to addressing only those questions submitted by the deadline. No questions can be submitted or will be answered after this date. No questions will be answered by telephone or in person.

***You must put in the Subject Line of the email “INSET RFP Question”.***

The questions and official answers will be posted on the OMH website by

### **2.6 Addenda to Request for Proposals**

In the event that it becomes necessary to revise any part of the RFP during the application submission period, an addendum will be posted on the OMH website, the Grants Gateway and the NYS Contract Reporter.

It is the applicant’s responsibility to periodically review the OMH website, the NYS Contract Reporter and Grants Gateway to learn of revisions or addendums to this RFP. No other notification will be given.

### **2.7 Disqualification Factors**

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each

proposal's submission for completeness and verify that all eligibility criteria have been met. Additionally, during the proposal evaluation process, evaluators will also be reviewing eligibility criteria and confirming that they have been met. During the course of either of these review processes, proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals from applicants that do not meet the eligibility criteria as outlined in 2.5; or
- Proposals that do not comply with bid submission and/or required format instructions as specified in 2.10 or
- Proposals from eligible not-for-profit applicants who have not completed Vendor Prequalification, as described in 2.9, by the proposal due date of 2:00 PM EST on

## 2.8 Grants Gateway Requirement

Pursuant to the New York State Division of Budget Bulletin H-1032, dated June 7, 2013, New York State has instituted key reform initiatives to the grant contract process which require not-for-profits to register in the [Grants Gateway](#) and complete the Vendor Prequalification process in order for proposals to be evaluated and any resulting contracts executed.

Proposals received from eligible not-for-profit applicants who have not been Prequalified by the proposal due date of 2:00 PM EST on June 20, 2023 cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

**Please do not delay in beginning and completing the prequalification process. The State reserves five (5) days to review submitted prequalification applications. Prequalification applications submitted to the State for review less than 5 days prior to the RFP due date and time may not be considered. Applicants should not assume their prequalification information will be reviewed if they do not adhere to this timeframe.**

## 2.9 Instructions for Bid Submission and Required Format

**NOTE: For any application that does not contain all the required documentation and/or "See Attached" responses that were to be uploaded, please be advised that the application will be reviewed and scored as submitted. For any incomplete response or missing and/or inappropriately submitted documentation, points will be deducted. It is the responsibility of the applicant to ensure, prior to submission, that the application is appropriate and complete.**

Each proposal submission through the Grants Gateway is required to contain:

- Operating Budget (Appendix B)

- Budget Narrative (Appendix B1)

**All applicants must be registered with the New York State Grants Gateway System (GGS) and all Not-for-Profit agencies must be prequalified prior to proposal submission.**

**If you are not already registered:**

Registration forms are available at the GGS website:  
<https://grantsmanagement.ny.gov/register-your-organization>

Include your SFS Vendor ID on the form; if you are a new vendor and do not have a SFS Vendor ID, include a Substitute for W-9 with your signed, notarized registration (also available from the website). All registration must include an Organization Chart in order to be processed. When you receive your login information, log in and change your password.

If you are an applicant, and have problems complying with this provision, please contact the GGS help desk via email: Grantsgateway@its.ny.gov -- OR -- by telephone: 1-518-474-5595.

## **2.10 How to Submit a Proposal**

Proposals must be submitted online via the Grants Gateway by the date and time posted on the cover of this RFP. Tutorials (training videos) for use of the Grants Gateway (and upon user log in):

**You must use Microsoft Edge to access the Grants Gateway. Using Chrome or Firefox causes errors in the Work Plan section of the application.**

To apply, log into the Grants Gateway as a Grantee, Grantee Contract Signatory or Grantee System Administrator and click on the View Opportunities button under View Available Opportunities. To get started, in the Search Criteria, enter the Grant Opportunity name provided on the cover page of this RFP, select the Office of Mental Health as the Funding Agency and hit the Search button. Click on the name of the Grant Opportunity from the search results grid and then click on the APPLY FOR GRANT OPPORTUNITY button located at the bottom left of the Main page of the Grant Opportunity.

In order to access the online proposal and other required documents such as the attachments, you MUST be registered and logged into the NYS Grants Gateway system in the user role of either a "Grantee" or a "Grantee Contract Signatory" or a "Grantee System Administrator".



The 'Grantee' role may ONLY Initiate and Save changes to the application such as add/update information to forms, upload documents while the user logged in as a 'Grantee Contract Signatory' or a 'Grantee System Administrator' role can perform all the tasks of Grantee role and in addition, can SUBMIT the application to the State. When the application is ready for submission, click the 'Status Changes' tab, then click the 'Apply Status' button under "APPLICATION SUBMITTED" before the due date and time.

For further information on how to apply, and other information, please refer to the Vendor User Manual document.

Reference materials and videos are available for Grantees applying to funding opportunities on the NYS Grants Gateway. Please visit the Grantee Documents section on Grants Management website.

Late proposals will not be accepted. Proposals will not be accepted via fax, e-mail, hard copy or hand delivery.

### **Helpful Links**

Some helpful links for questions of a technical nature are below.

Grants Reform Videos (includes a document vault tutorial and an application tutorial) on YouTube: <http://www.youtube.com/channel/UCYnWskVc7B3ajjOVfOHL6UA>

(Technical questions)  
Grants Team Email (Proposal Completion, Policy and Registration questions): [grantsgateway@its.ny.gov](mailto:grantsgateway@its.ny.gov) or by phone at 518-474-5595.

## **2.11 Instructions for completing the Workplan and Objectives in NYS Grants Gateway**

The Workplan Overview Form will be used to create the Work Plan portion of the contract. Some of the information requested will be duplicative of information provided earlier in the application. Be sure to follow the guidance provided below.

The Work Plan Period should reflect the anticipated contract period. Contracts will be approved for a five-year term.

The Project Summary section should include a high-level overview of the project as instructed.

The Organizational Capacity section should include the information requested regarding staffing and relevant experience of staff and any applicable consultants to be involved in undertaking the proposed project.

The Objectives and Tasks section should identify grantee-defined objectives and tasks that are relevant to the completion of the proposed project. To get started, add your first Objective Name and Description and then click the [SAVE] button at the top of the page. After hitting Save, a field for the Task Name and Task Description will show under the Objective box. Complete both fields and hit the [SAVE] button at the top of the page. After entering the Task information and clicking Save, you will now see a box for the Performance Measure information and a box to enter a second Task. Enter a Performance Measure Name and select the Performance Measure Data Capture Type from the dropdown box. The type you choose from the dropdown will show on the screen for you to complete. Once you've entered the name, data capture type and the text/integer/or date as applicable, click the [SAVE] button at the top of the page.

For Performance Measure Name restate the Objective then enter the narrative requested in the box below. Performance Measures are also grantee-defined and should reflect some measurable benchmark(s) in order to demonstrate adequate progress as required by the RFP. Once entered, click Save. You may continue to add Objectives, Tasks and Performance Measures up to and including the max amount allowed by the state.

The online Workplan is essentially an outline/summary of the work associated with the Project(s) described in the sections above. Please note that if an application is selected for award, the Workplan will be subject to change and can be updated during the contract development/negotiation process.

Applicants should refer to Section 5.2.4 Grantee Defined Workplan of the 'Grantee User Guide' ([Click here for Grants Gateway: Vendor User Guide](#)) for detailed instructions on how to complete the Workplan.

### **3. Administrative Information**

#### **3.1 Reserved Rights**

OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive or do not meet the minimum requirements or are determined to be otherwise unacceptable, in the agency's sole discretion;
- Withdraw the RFP at any time, at the agency's sole discretion
- Make an award under the RFP in whole or in part;
- Disqualify and applicant whose conduct and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals for the purposes of

assuring a full understanding of the responsiveness to this solicitation requirements;

- Use proposal information obtained through the state's investigation of an applicant's qualifications, experience, ability or financial standing, and any material or information submitted by the applicant in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to the bid opening, direct applicants to submit proposal modifications addressing subsequent RFP amendments;
- Prior to the bid opening, amend the RFP specifications to correct errors or oversight, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential bidders via the OMH website, Grants Gateway and the New York State (NYS) Contract Reporter;
- Eliminate any non-material specifications that cannot be complied with by all of the prospective applicants;
- Waive any requirements that are not material;
- Negotiate any aspect of the proposal with the successful applicant in order to ensure that the final agreement meets OMH objectives and is in the best interests of the State;
- Conduct contract negotiations with the next responsible applicant, should the agency be unsuccessful in negotiating with the selected applicant;
- Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an applicant's proposal and/or to determine an applicant's compliance with the requirements of the solicitation;
- Cancel or modify contracts due to insufficiency of appropriations, cause, convenience, mutual consent, non-responsibility, or a "force majeure";
- Change any of the scheduled dates stated in the RFP.

### **3.2 Debriefing**

OMH will issue award and non-award notifications to all applicants. Non-awarded applicants may request a debriefing in writing requesting feedback on their own proposal, within 15 business days of the OMH dated letter. OMH will not offer debriefing to providers who are awarded a team. OMH will not offer ranking, statistical, or cost information of other proposals until after the NYS Office of the State Comptroller has approved all awards under this RFP. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.1.

### **3.3 Protests Related to the Solicitation Process**

Protests based on errors or omissions in the solicitation process, which are or should have been apparent prior to the deadline for receipt of all written questions for this RFP, must be filed prior to the deadline for questions. In the event an applicant files a timely protest based on error or omission in the solicitation process, the Commissioner of OMH or their designee will review such protest and may, as appropriate, issue a written response or addendum to the RFP to be posted on the OMH website in the RFP section. Protests of an award decision must be filed within fifteen (15) business days after the notice of conditional award or five (5) business days from the date of the debriefing. The Commissioner or their designee will review the matter and issue a written decision within twenty (20) business days of receipt of protest.

All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFP title and due date. Such protests must be submitted to:

New York State Office of Mental Health  
Commissioner Ann Marie T. Sullivan, M.D.  
44 Holland Ave  
Albany, NY 12229

### **3.4 Term of Contracts**

The contracts awarded in response to this RFP will be for a five-year term. Selected applicants awarded a contract under this RFP will be required to adhere to all terms and conditions in OMH's Master Grant Contract.

### **3.5 Minority and Women Owned Business Enterprises**

OMH recognizes its obligation to promote opportunities for maximum feasible participation of certified minority and women-owned business enterprises (MWBs) and the employment of minority group members and women in the performance of OMH. OMH expects that all contactors make a good-faith effort to utilize Minority and/or Women Owned Business Enterprises (M/WBE), on any award resulting from this solicitation in excess of \$25,000 for commodities and services or \$100,000 for construction.

With respect to MWBEs, each award recipient must document its good faith efforts to provide meaningful opportunities for participation by MWBEs as subcontractors and suppliers in the performance of the project to be described in each grant disbursement agreement and must agree that OMH may withhold payment pending receipt of the required MWBE documentation. The directory of MWBEs can be viewed at <https://ny.newnycontracts.com>. For guidance on how OMH will determine a contractor's "good faith efforts", refer to 5 NYCRR §142.8.

In accordance with 5 NYCRR § 142.13, each award recipient acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth herein and in its grant disbursement agreements, such finding constitutes a breach of contract and OMH may withhold payment from the award recipient as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the award recipient achieved the contractual MWBE goals; and (2) all sums paid to MWBEs for work performed or material supplied under the grant disbursement agreement.

By applying, an Applicant agrees to demonstrate its good faith efforts to achieve its goals for the utilization of MWBEs by submitting evidence thereof in such form as OMH shall require. Additionally, an Applicant may be required to submit the following documents and information as evidence of compliance with the foregoing:

A. An MWBE Utilization Plan, which shall be submitted in conjunction with the execution of the grant disbursement agreement except as otherwise authorized by OMH. Any modifications or changes to the MWBE Utilization Plan after the execution of the grant disbursement agreement must be reported on a revised MWBE Utilization Plan and submitted to OMH.

OMH will review the submitted MWBE Utilization Plan and advise the award recipient of OMH acceptance or issue a notice of deficiency within 30 days of receipt.

B. If a notice of deficiency is issued, the award recipient will be required to respond to the notice of deficiency within seven (7) business days of receipt by submitting to OMH, a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by OMH to be inadequate, OMH shall notify the award recipient and direct the award recipient to submit within five (5) business days, a request for a partial or total waiver of MWBE participation goals. Failure to file the waiver form in a timely manner may be grounds for disqualification of the bid or proposal.

OMH may refuse to enter into a grant disbursement agreement, or terminate an existing grant disbursement agreement resulting from this solicitation, under the following circumstances:

- a. If an award recipient fails to submit a MWBE Utilization Plan;
- b. If an award recipient fails to submit a written remedy to a notice of deficiency;
- c. If an award recipient fails to submit a request for waiver; or,
- d. If OMH determines that the award recipient has failed to document good faith efforts

The award recipient will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the project. Requests for a partial or total waiver of

established goal requirements may be made at any time during the term of the project, but must be made no later than prior to the submission of a request for final payment under the grant disbursement agreement.

Each award recipient will be required to submit a Quarterly MWBE Contractor Compliance & Payment Report to OMH over the term of the project, in such form and at such time as OMH shall require, documenting the progress made toward achievement of the MWBE goals established for the project.

### **3.6 Participation Opportunities for New York State Certified Service-Disabled Veteran Owned Business**

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Business (SDVOB), thereby further integrating such businesses into New York State's economy. OMH recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of OMH contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, applicants are expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as proteges, or in other partnering or supporting roles.

OMH hereby establishes an overall goal of 0% for SDVOB participation, based on the current availability of qualified SDVOBs. For purposes of providing meaningful participation by SDVOBs, the Applicant/Contractor would reference the directory of New York State Certified SDVOBs found at <https://ogs.ny.gov/Veterans>. Additionally, following any resulting Contract execution, Contractor would be encouraged to contact the Office of General Services' Division of Service-Disabled Veterans' Business Development to discuss additional methods of maximizing participation by SDVOBs on the Contract.

It would be required that "good faith efforts" to provide meaningful participation by SDVOBs as subcontractors or suppliers in the performance of a resulting awarded Contract as documented.

### **3.7 Equal Opportunity Employment**

By submission of a bid or proposal in response to this solicitation, the Applicant/Contractor agrees with all terms and conditions of Master Contract for Grants, Section IV(J) – Standard Clauses for All New York State Contracts including Clause 12 – Equal Employment Opportunities for Minorities and Women. The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning

or design of real property and improvements thereon (the "Work"), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

The Applicant will be required to submit a Minority and Women-Owned Business Enterprises and Equal Opportunity Policy Statement, to the State Contracting Agency with their bid or proposal. To ensure compliance with this Section, the Applicant will be required to submit with the bid or proposal an Equal Opportunity Staffing Plan (Form # to be supplied during contracting process) identifying the anticipated work force to be utilized on the Contract. If awarded a Contract, Contractor shall submit a Workforce Utilization Report, in such format as shall be required by the Contracting State Agency on a monthly or quarterly basis during the term of the contract. Further, pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional and non-discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment status because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status, or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest. Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

### **3.8 Sexual Harassment Prevention Certification**

State Finance Law §139-I requires applicants on state procurements to certify that they have a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment training (that meets the Department of Labor's model policy and training standards) to all its employees. Bids that do not contain the certification may not be considered for award; provided however, that if the applicant cannot make the certification, the applicant may provide a statement with their bid detailing the reasons why the certification cannot be made. A template certification document is being provided as part of this RFP. Applicants must complete and return the certification with their bid, or provide a statement detailing why the certification cannot be made.

### **3.9 Bid Response**

Neither the State of New York or OMH shall be responsible for the costs or expenses incurred by the applicant in preparation or presentation of the bid proposal.

### **3.10 Acceptance of Terms and Conditions**

A bid, in order to be responsive to this solicitation, must satisfy the specifications set forth in this RFP. A detailed description of this format and content requirements is presented in Section 2.10 of this RFP.

### **3.11 Freedom of Information Requirements**

All proposals submitted for OMH's consideration will be held in confidence. However, the resulting contract is subject to New York State Freedom of Information Law (FOIL). Therefore, if an applicant believes that any information in its bid constitutes a trade secret or should otherwise be treated as confidential and wishes such information not be disclosed if requested, pursuant to FOIL (Article 6 of Public Officer's Law), the applicant must submit with its bid, a separate letter specifically identifying the page number(s), line(s), or other appropriate designation(s) containing such information explaining in detail why such information is a trade secret and formally requesting that such information be kept confidential. Failure by an applicant to submit such a letter with its bid identifying trade secrets will constitute a waiver by the applicant of any rights it may have under Section 89(5) of the Public Officers Law relating to the protection of trade secrets. The proprietary nature of the information designated confidential by the applicant may be subject to disclosure if ordered by a court of competent jurisdiction. A request that an entire bid be kept confidential is not advisable since a bid cannot reasonably consist of all data subject to a FOIL proprietary status.

### **3.12 NYS and OMH Policies**

The applicant/contractor must agree to comply with all applicable New York State and OMH policies, procedures, regulations and directives throughout the Term of the contract.

## **4. Evaluation Factors and Awards**

### **4.1 Evaluation Criteria**

All proposals will be rated and ranked in order of highest score based on an evaluation of each applicant's written submission as well as OMH internal reviews.

The Evaluation will apply points in the following categories as defined in Section 7:



| <b>Technical Evaluation</b>                            | <b>Points</b>     |
|--------------------------------------------------------|-------------------|
| Description of Program                                 | 25                |
| Implementation                                         | 25                |
| Agency Performance, Reporting, and Quality Improvement | 20                |
| Diversity, Equity and Inclusion                        | 10                |
| Financial Components                                   | 20                |
| <b>Total Proposal Points</b>                           | <b>100 Points</b> |

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 7 (Proposal Narrative).

#### **4.2 Method for Evaluating Proposals**

Designated staff will review each proposal for completeness and verify that all eligibility criteria are met. A complete proposal shall include all required components as described in Section 2.10. If a proposal is not complete or does not meet the basic eligibility and participation standards as outlined in Section 2.5, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 10 working days of the proposal due date.

Proposals will be conducted in two parts: Technical Evaluation and Financial Assessment. The technical evaluation committee, consisting of at least three evaluators, will review the technical portion of each proposal and compute a technical score. A financial score will be computed separately based on the operating budget and budget narrative submitted.

Evaluators of the Technical Evaluation component may then meet to discuss the basis of those ratings. Following the discussion, evaluators may independently revise their original score in any section. Once completed, final Technical Evaluation scores will then be recalculated, averaged, and applied to the final Financial Assessment score to arrive at final scores.

Any proposal not receiving a minimum score of 70 will be eliminated from consideration.

In case of a tie in the scoring process, the proposal with the highest score on the Program Implementation (Section 7.2) of the Proposal Narrative will be ranked higher.

### **4.3 Process for Awarding Contracts**

#### **4.3.1 Initial Awards and Allocations**

Proposals will be ranked, and awards made to the applicants with the highest score to assume the operation of INSET program in the region of New York State to which their proposal applies.

#### **4.3.2 Contract Termination and Reassignment**

There are a number of factors that may result in the contract being reassigned. This includes, but is not limited to, failure to meet start-up milestones, excluding referrals based on criminal or substance abuse history, or poor performance outcomes. A contractor will be provided notification if there is need for reassignment.

To reassign the contract, OMH will go to the next highest ranked proposal. If there are no agencies left with a passing score, OMH will go to the top of the awarded list and work its way down the list to reassign the contract.

### **4.4 Award Notification**

At the conclusion of the procurement, notification will be sent to successful and non-successful applicants. All awards are subject to approval by the NYS Attorney General and the Office of the State Comptroller before an operating contract can be finalized.

## **5. Scope of Work**

### **5.1 Introduction**

OMH is seeking proposals to contract with on the implementation of one Intensive and Sustained Engagement Team programs (INSET) in the Western New York region or the Central New York region, based on the national best practice of peer support services.

Peer support, as offered statewide through various structured services, has been shown to demonstrate greater treatment outcomes and overall life satisfaction, offering a higher level of continuity and engagement for individuals across the spectrum of need, including those considered traditionally hard to engage.

Multiple research studies conducted nationally demonstrate efficacy of peer support as a tool for engagement, citing “people value peer support because of the opportunity it provides for normalizing relationships (Gigudu et al., [2015](#)) and that, through those relationships, peer support works to strengthen wider

connections to community (Gillard, Gibson, Holley, & Lucock, [2015a](#)).” It is in this vein that INSET builds its success to reach those in need, through intensive and sustained outreach and connection that is geared toward creating or enhancing individual natural support systems, which are the same supports all New Yorkers use in times of crisis and need.

INSET is comprised of a multi-disciplinary team of a Peer Leader, Peer Supporters, and licensed professionals, as well as case managers and administrative staff. Services are provided in a method similar to mobile crisis outreach teams.

## **5.2 Objectives and Responsibilities**

### **Goal 1: create a multidisciplinary team that employs each of the following:**

- Peer Team Leader,
  - Peer Support Staff,
  - Family Liaison and
  - Licensed Professionals, including a social worker and a nurse practitioner, as well as administrative staff.
- **Objective 1.1** The contractor will ensure that the team operates with shared goals and clear contributions by each member.
  - **Objective 1.2** The contractor will ensure that the team works in communities leveraging public transportation and program automobiles if required.
  - **Objective 1.3** The contractor will ensure that team members engage with individuals in a highly personalized and trauma informed way, providing support in natural settings that are comfortable and foster safety to those being served.

### **5.2b. Goal 2: Develop a program that is responsive to the needs of individuals who have been historically hesitant to engage.**

- **Objective 2.1** The contractor will ensure that an on-call system is established with staff to provide 24/7 response and support to participants as needed. In addition, linkages with existing infrastructure such as the 988 Suicide and Crisis Line should be specified.
- **Objective 2.2** The contractor will ensure that the INSET model is voluntary, trauma-informed and responsive, inclusive and equitable, intensive, sustained and flexible and person-centered.

### **Goal 3: Develop an outreach plan that aims to engage individuals eligible or current on AOT in that have historically been treatment-**

**reluctant in communities that the system has often not adequately accessed.**

- **Objective 3.1** The contractor will develop an outreach plan in conjunction with the OMH INSET Community Engagement Coordinator that outlines the programmatic plan to outreach and engage the target population.
- **Objective 3.2** The contractor will ensure that the outreach plan is voluntary, trauma-informed and responsive, inclusive and equitable, intensive, sustained and flexible and person-centered as well as focused on communities that historically have been difficult to access.

#### **Goal 4: Reporting Requirements**

- **Objective 4.1** The awardee will be required to submit quarterly reports to OMH to include:
  - A summary of the outreach efforts that were held during the quarter
  - The number of persons engaged
  - Tracking data on the demographic information on enrolled participants
- **Objective 4.2** The awardee will be required to submit an annual cost report using a Consolidated Fiscal Reporting System (CFRS) which is a standardized reporting method consisting of schedules which, in different combinations, capture financial information for budgets, quarterly and/or mid-year claims, an annual cost report and a final claim.

#### **6. Operating Funding**

A total of 1 award will be made in the amount of \$800,000.00 per year, for each of five years. Of the \$800,000.00 total per program, \$600,000.00 will be allocated from the General Fund and \$200,000.00 will be provided from the federal Community Mental Health Block Grant.

Awarded programs are expected to contact approximately 20-30 individuals a month through intensive, personalized outreach, which must include face-to-face, telephonic, and Webex/virtual/Zoom). Initial contact should outline what the INSET program includes and should offer informed choice to participate in INSET. Available funding supports approximately 20-30 people participating per month, per awarded program. Programs can serve more than 30 individuals per month based on need and enrollment. It is expected that lengths of engagement in the program will be determined by the individual's needs and preferences.

## **7. Proposal Narrative**

### **7.1 Description**

When submitting proposals for funding under this RFP, the narrative must address all components listed below, in the following order:

7.1a Describe the Population to be served including how the applicant works with people aged 18 years and older with complex physical and mental health, social and emotional needs who meet the time sensitive criteria for AOT, such as number of hospitalizations or threat of danger to self or others. Additionally please indicate the county(ies) you are applying for.

7.1b Describe the organization's experience with the population to be served.

7.1c Identify the counties you intend to serve and describe your understanding of the need for INSET services in the county or counties you intend to serve

7.1d Describe the organization's experience within the counties to be served.

7.1e Describe how you will coordinate the review of referrals in a timely manner and meet face-to-face with recipients –within 24-48 hours of referral - to begin the outreach and engagement process.

7.1f Describe how you will conduct outreach to establish trust and foster engagement with referred individuals, including responding to them and addressing their concerns and needs 24 hours per day, 7 days per week.

7.1g Describe your experience in collaborating and coordinating with providers of mental health, substance use, medical, and other services, to work closely on behalf of recipients and ensure connection to treatment providers and other supports.

7.1h Describe your agency's success in assisting recipients in achieving permanent housing.

7.1i Describe your Agency's approaches to data collection, including collecting data and compiling indicators reflecting Personal Wellness, Individual Recovery Outcomes measures, participant demographic information, Dimensions of Wellness, information pertaining to psychiatric advance directives and participant unique needs and preferences. Describe how you track changes in indicators over time.

7.1j Describe your agency's success in assisting recipients in achieving community inclusion and reducing social isolation, where recipients express a desire for these circumstances.

7.1k Describe your agency's plans for person-centered care planning, including ways in which the plan engages and motivates recipients toward their recovery using a system of giving and receiving help, founded on respect and shared responsibility.

## **7.2 Implementation**

7.2a Provide a realistic timeline for the project including key activities, responsible staff.

7.2b Provide a list of staff who will participate in the project. Please include the role of each and a job description, including qualifications. Include the Project Director and other key personnel.

7.2c Provide a detailed description of the recruitment and hiring of certified Peer Staff and a detailed description of the roles of these staff

7.2d Discuss the capability and experience of the applicant organization and other participating organizations with similar projects and populations, including experience providing culturally appropriate services.

7.2e Describe start-up and phase-in activities necessary to implement the INSET Teams for the geographic area(s) proposed in the application. Include timeframes and accountable parties.

7.2f Describe the agency's physical space needs for all the teams and other equipment and administrative oversight supports necessary to successful programmatic operation.

7.2g Describe the staff training that will be given prior to the teams taking on any clients, and the ongoing training and supervision that will be provided to assure fidelity to the INSET model and ensure high-quality services.

7.2h Describe the recruitment plan that the agency will use to recruit, train, retrain, and support the level of professional and appropriately qualified staff needed to carry out the program duties.

7.2i Describe ways in which your agency will attempt to use technology and data to collect data for Program Management, to promote best care and - most importantly - to support the achievement of participants' recovery goals.

7.2j Describe experience providing outreach, technical assistance and direct services to people aged 18 years and older living with serious mental illness (SMI).

7.2k Describe expertise in peer support and advocacy and currently employ peer specialists and advocates.

### **7.3 Administrative Infrastructure and Staffing**

Based on the objective and responsibilities outlined above, the applicant must:

7.3a Provide the organizational chart and describe the staffing plan, including leadership and supervisory structures. Provide a brief narrative and description of how the organization structure meets the eligibility requirements and demonstrates the values and principles of peer-run services as outlined in Section 2.5 Eligible Applicants,

7.3b Indicate which staff or units within the organization restructure will carry out each of the aforementioned objectives in the proposal, to achieve the objectives outlined above,

7.3c Provide a job description including a list of required qualifications for each staff position identified in the plan.

7.3d Describe the member composition of the Oversight Body and any professional or personal requirements for participation.

7.3e Describe and demonstrate how the Applicant's Oversight Body meets the requirements set forth in Eligible Applicants in Section 2.5.

### **7.4 Agency Performance. Reporting and Quality Improvement**

To objectively measure the impact of the INSET program, awardees must demonstrate willingness and ability to work with OMH to support and participate in oversight, training and support of INSET.

7.4a Applicants should describe their experience designing and developing tools, forms, data elements and data collection processes. In addition, provide examples of dedicated research and evaluation activities aimed at determining Program outcomes.

7.4b Programs should describe their current or anticipated CQI process including what is expected to collect data that will tell them how they are doing in achieving objectives. Specific program quality improvement activities should include:

- How your organization will utilize the CQI data
- Plans for collecting and using data to monitor and improve program performance
- How the organization will provide training and support to systems

- to support assure staff competencies
- The process that peer supervisor staff will implement to identify problems and develop solutions
- Establishing data collection systems to support quality improvement
- Tracking the programs record in providing required deliverables
- Quarterly reporting to OMH

## **7.5 Diversity, Equity and Inclusion**

To perform the objectives in this proposal, a diversity, equity, and inclusion lens is critical. Addressing issues of equity and inclusion requires planned, purposeful, and active steps to reduce disparities for marginalized and underserved populations. In their responses, applicants must:

7.5a Provide a mission statement for this project that includes information about the intent to include individuals from marginalized/underserved populations in a culturally responsive and trauma-informed way.

7.5b Identify the management-level person responsible for coordinating/leading efforts to reduce disparities in access, quality, and treatment outcomes for marginalized populations. This includes activities related to diversity, equity, cultural/linguistic competence.

- Information provided should identify the management-level person responsible for coordinating/leading efforts to ensure the incorporation of feedback from participants in services in continuous agency improvement. Please include the individual's title, organizational positioning, relevant experience, and planned activities for coordinating these efforts.

7.5c Provide the diversity, inclusion, equity, cultural and linguistic competence plan for this program as outlined in the national CLAS standards.

- Note, plan should use the SMART framework (Specific, Measurable, Achievable, Realistic, and Timely).
- Plan should include information in the following domains: Workforce diversity (data-informed recruitment), workforce inclusion, reducing disparities in access quality, and treatment outcomes in the patient population, soliciting input from diverse community stakeholders, organizations, and persons with lived experience, efforts to adequately engage underserved foreign-born individuals and families, how stakeholder input from service users and individuals from marginalized/underserved populations was used when creating the diversity, inclusion, equity, cultural, and linguistic competence plan.
- Discuss how the plan will be regularly reviewed and updated.

7.5d Describe the organization's committees/workgroups that focus on efforts to reduce disparities in access, quality, and treatment outcomes for marginalized populations (diversity, inclusion, equity, cultural/linguistic competence). This response should also include:



- How committees/workgroups review services/programs with respect to cultural competency issues within the entity
- How this group corresponds and collaborates with the quality assurance/quality improvement/compliance parts of the organization
- How committees/workgroups participate in planning and implementation of services within the entity
- How committees/workgroups transmit recommendations to executive level management of the entity.
- The organization's training strategy on topics related to diversity, inclusion, cultural competence, and the reduction of disparities in access, quality, and treatment outcomes for marginalized/underserved populations (e.g. trainings about implicit bias, diversity recruitment, creating an inclusive work environment, providing language access services).

7.5e Describe program efforts to recruit, hire and retain staff from the most prevalent cultural group of service users and staff with lived experience in mental health/service use. Answer should also include:

- A documented data driven goal to recruit, hire, and retain direct service/clinical, supervisory, and administrative level staff who are from or have had experience working with the most prevalent cultural group of its service users.
- current staffing levels of direct service/clinical staff members who are from or have experience working with the most prevalent cultural groups of its service users.
- current staffing levels of supervisors who are from or have experience working with the most prevalent cultural groups of its service users.
- current staffing levels of administrative staff members who are from or have experience working with the most prevalent cultural groups of its service users.

7.5f Describe efforts to meet the language access needs of individuals served by this project (limited English proficient, Deaf/ASL). This information should include the use of data to identify the most prevalent language access needs, availability of direct care staff who speak the most prevalent languages and the provision of best practice approaches to provide language access services (i.e., phone, video interpretation). Describe efforts to ensure all staff with direct contact with individuals being served are knowledgeable about using these resources. Provide information about the plan to provide key documents and forms in the languages of the most prevalent cultural groups of its service users (consent forms, releases of information, medication information, rights, and grievances procedures). Include information related to addressing other language accessibility needs (Braille, limited reading skills).

7.5g Describe the agency and program's plan to espouse recovery and resilience-oriented values into the practice.

7.5h Describe proposed efforts for this program to partner, collaborate with and include diverse, culturally relevant community partners in service provision and in the gathering of stakeholder input. This includes information about the

subcontracting entities (if applicable) and other efforts to ensure government resources reach organizations and populations that are historically economically marginalized, including those that are peer-run.

## **8.1 Financial Assessment**

8.1a The proposal must include an annual Budget (Appendix B). \$800,000 per year. The indirect cost/administrative overhead rate is capped 10%. Providers must follow Consolidated Fiscal Report (CFR) Ratio-Value guidance which excludes equipment/property from the direct cost base. Federal Negotiated Indirect Cost Rate Agreements (NICRA) are not allowable. Any travel costs included in the Budget must conform to New York State rates for travel reimbursement. Applicants should list staff by position, full-time equivalent (FTE), and salary. Applicants should describe how your agency manages its operating budget.

8.1b Applicants must complete a Budget Narrative (Appendix B1) which should include the following:

- Detailed expense components that make up the total operating expenses,
- The calculation or logic that supports the budgeted value of each category; and,
- Description of how salaries are adequate to attract and retain qualified employees.