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Contracting Opportunity

Title: 988 Crisis Call Centers
Agency: Mental Health, NYS Office of
Division: Community Budget & Financial Management
Contract Number: TBD
Contract Term: One Year
Date of Issue: 02/10/2022
Due Date/Time: 03/09/2022 4:00 PM
REQUEST FOR APPLICATION - Response by E-Mail ONLY (as indicated in RFA)
County(ies): Clinton, Franklin, Fulton, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady
Location: Specific Identified Counties
Classification(s): Medical & Health Care - *Consulting & Other Services* Miscellaneous - *Consulting & Other Services*
Opportunity Type: General
Description: The New York State Office of Mental Health (NYS OMH) is seeking applications for NYS crisis call centers demonstrating their willingness and ability to operate as a National Suicide Prevention Lifeline call center (NSPL), to receive a one-time funding opportunity to establish new crisis call center operations in preparation for the expected volume increase with the roll-out of 988 in July 2022. NYS is seeking up to two (2) applicants to receive funding to create new crisis call center operations in the Capital Region and North Country Region for the currently 8 uncovered NSPL counties in NYS. Total available funding for all awards equals \$3M dollars. The crisis contact centers must provide services offered through the contact center to all recipients who are routed by area code to the counties for which they become designated by contract with the NSPL as having primary or back-up coverage. Services provided will include all NSPL communication modalities including telephonic hotline capabilities, chat capabilities, and text hotline capabilities as well as follow-up services. Proposals should clearly indicate which of the uncovered counties in New York State are being included in the plan. If all the identified uncovered counties are not included in the winning applications, OMH will work with applicants and/or existing centers to ensure all counties in NYS have access to an in-state 988 contact center.

See attached Document on Document Tab for Full Details.

A budget template to be completed and submitted with proposal/application is

found on the Document Tab.

All proposals/applications must be submitted to: Crisis.Initiative@omh.ny.gov

All questions must be submitted in writing only to carol.swiderski@omh.ny.gov

All questions must be submitted by 2/18/22.

Applications/proposals are due by 4:00 PM on Wednesday, March 9, 2022.

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Service-Disabled Veteran-Owned Set Aside: No

Total MWBE Participation Goals: 0%

Contact Information

Primary contact: Mental Health, NYS Office of
Community Budget & Financial Management
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Submit to contact: Mental Health, NYS Office of
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Documents

Supporting document(s) shown below:

The following supporting documents are available for download:

| Document title | Description | Type |
|--|--------------------|------|
| 988 Crisis Call Center Document (Full Details) | | pdf |
| 988 Crisis Call Center RFA Budget Template | | xlsx |
| List of Questions and Answers | Final Q&A Document | pdf |

To download these documents, please visit the New York State Contract Reporter website: <http://www.nyscr.ny.gov>

Ad Updates

Change(s) to the ad are shown below:

| Date / time | Description | Changed by |
|-----------------------|---------------------|-----------------|
| 02/23/2022 1:32 PM | Adding List of Q&As | Carol Swiderski |

Bid Results

Bid Results have not yet been entered.

If you have questions regarding the bid results, contact the issuing agency for more information.

Awards

Awards have not yet been entered.

If you have questions regarding the awards, contact the issuing agency for more information.

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