

SKILLED NURSING FACILITIES  
ENHANCED SUPPORT PROGRAM  
Telehealth Services: ECHO, Telepsychiatry, and Teletherapy

Request for Proposals

Grant Procurement

March 2021

(On-Line Submission Required)

## Table of Contents

<b>1. Introduction and Background</b> .....	<b>3</b>
1.1 Purpose of the Request for Proposal .....	3
1.2 Target Population/Eligibility Criteria .....	4
<b>2 Proposal Submissions</b> .....	<b>5</b>
2.1 Designated Contact/Issuing Officer .....	5
2.2 Letter of Intent .....	5
2.3 Key Events/Timeline .....	5
2.4 Disposition of Proposals .....	6
2.5 Eligible Agencies.....	6
2.6 RFP Questions and Clarifications.....	6
2.7 Addenda to Request for Proposals.....	6
2.8 Disqualification Factors .....	6
2.9 Grants Gateway Requirement .....	7
2.10 Proposals Executive Order #38 .....	7
2.11 Instructions for Bid Submission and Required Format.....	7
2.12 Instructions for Completing the Workplan and Objectives in Gateway .....	9
<b>3 Administrative Information</b> .....	<b>10</b>
3.1 Reserved Rights .....	10
3.2 Debriefing .....	11
3.3 Protests Related to the Solicitation Process .....	12
3.4 Term of Contracts.....	12
3.5 Minority and Women Owned Business Enterprises.....	12
3.6 Participation Opportunities for New York State Certified Service-Disabled Veteran Owned Businesses .....	14
3.7 Equal Opportunity Employment .....	14
3.8 Sexual Harrassment Prevention Certification .....	15
3.9 Bid Response.....	16
3.10 Acceptance of Terms and Conditions .....	16
3.11 Freedom of Information Requirements.....	16
3.12 NYS and OMH Policies .....	16
<b>4 Evaluation Factors for Awards</b> .....	<b>16</b>
4.1 Evaluation Criteria .....	16
4.2 Method for Evaluating Proposals.....	17
4.3 Process for Awarding Contracts .....	17
4.3.1 Initial Awards and Allocations .....	18
4.3.2 Contract Termination and Reassignment.....	18
4.4 Award Notification.....	18
<b>5 Scope of Work</b> .....	<b>18</b>
5.1 Introduction.....	18
5.2 Objectives and Responsibilities .....	20
5.3 Operating Funding .....	20
<b>6 Proposal Narrative</b> .....	<b>21</b>
6.1 Population .....	21
6.2 Description of Program .....	22
6.3 Implementation.....	23
6.4 Agency Performance .....	24
6.5 Utilization Review, Reporting, and Quality Improvement .....	24
6.6 Financial Assessment.....	25

**Appendices**

Appendix B: Operating Budget Form

Appendix B1: Budget Narrative

Appendix C: OMH Master Contract Form

Appendix D: Criteria for Determining Serious Mental Illness

## 1. Introduction and Background

### 1.1 Purpose of the Request for Proposal

The Office of Mental Health (OMH) announces the availability of funds for the procurement of contracted mental health service: ECHO (Extension for Community Healthcare Outcomes), telepsychiatry, and teletherapy for skilled nursing facilities (SNF) in New York State that are accepting OMH patients meeting criteria for SNF level of care and are ready for discharge to an SNF. This Request for Proposals (RFP) is intended to address the psychiatric needs of individuals in a SNF through the provision of new Telehealth technologies: ECHO, Telepsychiatry, and Teletherapy to allow for cost-effective & efficient training for SNF practitioners & easy access to the indicated mental health services.

The New York State (NYS) Office of Mental Health (OMH) Civil Psychiatric Centers (PCs) are challenged to find skilled nursing facility (SNF) placements for individuals meeting criteria for placement as indicated by assessment findings from the completion of the Patient Review Instrument (PRI) and Pre-admission Screening and Resident Review (PASRR) Level I and Level II evaluations. The challenge identified a significant gap in the community mental health system delivery of care; the lack of psychiatric providers, lack of staff with the competence to address psychiatric conditions, and lack of access to psychiatric consultations to meet the psychiatric needs of individuals with a serious mental illness (SMI).

A proactive approach in addressing the multifaceted problem of mental illness (MI) must be implemented. There is a need to address both the medical and psychosocial needs of individuals with SMI, coordination of the care and treatment of mental disorders and the physical and medical comorbidities is necessary to improve patient outcomes. Efforts must continue to improve access to treatment such as the utilization of Telehealth as it would be able to address both the physical and mental health needs of the individual with MI in an economical and efficient manner. The contracted services will include the utilization of the new technologies; ECHO, Telepsychiatry, and Teletherapy, to allow for cost-effective & efficient training for SNF practitioners & easy access to the indicated mental health services.

The SNF Enhanced Support Program (ESP) goals are to facilitate the timely discharge of OMH long-stay patients who meet the criteria for SNF level of care, enhance the capacity of SNF practitioners to meet the psychiatric needs of the SMI population, provide access to psychiatric consultations for the SMI population in SNFs, reduce unnecessary emergency room visits, reduce the use of psychiatric inpatient hospitalizations, and readmissions to OMH psychiatric centers. These services are meant to be delivered in trauma-informed, recovery-oriented, and culturally and linguistically competent ways. An integral part of this SNF ESP is the provision of **Telehealth Services: ECHO, Telepsychiatry, and Teletherapy:**

## **ECHO**

- Case-based educational experiences in which community practitioners develop “knowledge networks.” The sharing of best practices through a combination of short didactic presentations & case-based discussions with content experts.
- Bi-weekly clinics for 60-minute sessions include 30 minutes for a case presentation by a participating SNF team and 30 minutes didactic lecture-based upon the case presented. Requires the provision of Continuing Medical Education (CME/CE) credits for each hour of participation.

## **Telepsychiatry**

- Provide timely psychiatric consultations for SNF residents using interactive telemedicine technology.

## **Teletherapy**

The Teletherapy Program is a collaboration between the psychotherapist and team members which is key to address specific resident, family, and/or health concerns. The Basics of Care Delivery expected would be:

- Facility staff sets-up virtual meeting for resident and facilitates the joining of the resident in the meeting
- Residents will connect with the teletherapist privately
- Communication among resident, teletherapist, and SNF staff can be facilitated as part of the 50-minute telepsychiatry session when indicated

## **1.2 Target Population**

The older adult population of New York State (NYS) is growing dramatically, and so too is the number of seniors with serious mental illness (SMI), and/or dementia who meet criteria per PASSR level I and level II evaluations for placement in an SNF. Specialty care for late-life psychiatric and memory disorders is associated with better outcomes and lower costs. However, access to specialists is limited, both in urban and rural areas where most late-life behavioral health care is provided by community-based long-term and primary care clinicians. There is an urgent need to support community-based practitioners in providing quality geriatric psychiatric specialty care for OMH patients discharged to SNFs.

Targeted Population/Participant Criteria:

- Medicaid eligible;
- Individuals living at State PCs at risk for becoming long stay and existing long-stay residents of surrounding State-operated Transitional Living (TLRs) and Congregate Residences (SOCRs);
- The clinical team has evaluated and determined that the individuals' medical needs outweigh their psychiatric needs and are eligible for SNF level of care as the least restrictive setting;
- Individuals discharged from OMH facilities to SNFs

## 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:

Deborah Beaudin  
Contract Management Specialist 1  
New York State Office of Mental Health  
Contracts and Claims  
44 Holland Avenue, 7<sup>th</sup> Floor  
Albany, NY 12229  
[Deborah.Beaudin@omh.ny.gov](mailto:Deborah.Beaudin@omh.ny.gov)

### 2.2 Letter of Intent

Agencies interested in responding to this Request for Proposal **must** submit a Letter of Intent to Bid by email to the OMH Issuing Officer by 05/04/2021. The Letter of Intent to Bid shall be non-binding.

Please email the letter of intent to the Issuing Officer:

Deborah Beaudin  
Contract Management Specialist 1  
New York State Office of Mental Health  
Contracts and Claims  
Attention: Letter of Intent  
[Deborah.Beaudin@omh.ny.gov](mailto:Deborah.Beaudin@omh.ny.gov)

### 2.3 Key Events/Timeline

RFP Release Date	03/16/2021
Letter of Intent to Bid Due	05/04/2021
Questions Due	04/06/2021
Questions and Answers Posted on Website	04/19/2021
Proposals Due by 4:00 PM EST	05/10/2021
Anticipated Award Notification	06/14/2021
Anticipated Contract Start Date	10/01/2021

### 2.4 Disposition of Proposals

All proposals received by the due date become the property of OMH and shall not be returned. Any proposals received after the due date will be returned to the applicant unopened.

## **2.5 Eligible Agencies**

Eligible applicants are not-for-profit agencies with 501(c) (3) incorporation and or academic institutions affiliated with a medical center, that have experience providing mental health services to persons with serious mental illness and licensed to provide Telehealth.

If unsure if your agency is an eligible applicant, contact the Issuing Officer identified in Section 2.1.

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.

## **2.6 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 [Deborah.Beaudin@omh.ny.gov](mailto:Deborah.Beaudin@omh.ny.gov) by 4:00 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.

The questions and official answers will be posted on the OMH website by 04/19/2021.

## **2.7 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.

## **2.8 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 2.11; or
- Proposals from eligible not-for-profit applicants who have not completed Vendor Prequalification, as described in 2.11, by the proposal due date of 4:00 PM EST on 05/10/2021.

## **2.9 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 4:00 PM EST on 05/10/2021 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.**

## **2.10 Proposals Executive Order #38**

[Pursuant to Executive Order #38](#), dated January 18, 2012, OMH promulgated regulations regarding limits on administrative costs of and executive compensation paid by covered providers. See 14 NYCRR Part 513. Any contract awarded through this RFP will be subject to such restrictions and to related requirements. Please refer to Appendix C of this RFP for a link to OMH Master Contract Forms and Instructions, Attachment A-1, Section A.12 (Mental Health Regulations). See also [Executive Order #38 Homepage](#).



## 2.11 Instructions for Bid Submission and Required Format

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.

### **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):

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.

## **2.12 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 within the 18 months of the award date, 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 any 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;
- Change any of the scheduled dates;
- 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 within fifteen (15) business days from notification of selection for award to include completion of all required documents and signature of contract;
- 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";
- Determine and decide, in its sole and absolute discretion, whether any staffing proposal from the Vendor is suitable; and
- Use the proposal submitted in response to this RFP as part of an approved contract. At the time of contract development, awardee(s) may be requested to provide additional budget and program information for the final contract.

### **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 Contract**

The contract awarded in response to this RFP will be for a five-year term. Selected applicant 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 (MWBES) and the employment of minority group members and women in the performance of OMH contracts. In accordance with New York State Executive Law Article 15-A, OMH hereby establishes a 0% goal for Minority-owned Business Enterprise (MBE) participation, a 0% goal for Women-owned Business Enterprise (WBE) participation, based on the current availability of qualified MWBEs, 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 Businesses (SDVOBs), 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 strongly encouraged and 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.

For purposes of this procurement, OMH conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, applicants are encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the Contract for the provision of services and materials. The directory of New York State Certified SDVOBs can be viewed at <https://ogs.ny.gov/Veterans>.

Applicants are encouraged to contact the Office of General Services' Division of Service-Disabled Veteran's Business Development at 518-474-2015 or [VeteransDevelopment@ogs.ny.gov](mailto:VeteransDevelopment@ogs.ny.gov) to discuss methods of maximizing participation of SDVOBs on the Contract.

### **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 2.11 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 6:

<b>Technical Evaluation</b>	<b>Points</b>
Population	10
Description of Program	20
Implementation	20
Agency Performance	20
Reporting & Quality Improvement	10
<b>Fiscal Evaluation</b>	<b>Points</b>
Financial Assessment	20
<b>Total Proposal Points</b>	100 Points

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 6 (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 2.11. 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 average 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 Description of Program ( Section 6.2) 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 one award made to the applicant with the highest score to assume the operation of the ECHO Geriatric Mental Health in Long Term Care (GEMH) and Telepsychiatry Service.

##### **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, failure to maintain staff to client ratio, 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 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.

OMH reserves the right to conduct a readiness review of the selected applicant before the execution of the contract. The purpose of this review is to verify that the applicant can comply with all participation standards and meets the conditions detailed in its proposal.

OMH will work with the awarded provider to determine start-up activities for their awarded ICM team, including hiring staff and procuring office space.

### **5. Scope of Work**

## 5.1 Introduction

The Mission of the NYS OMH is to promote the mental health of all New Yorkers, with a particular focus on providing hope and recovery for adults with serious mental illness

The NYS OMH is dedicated to promoting the transition of approved individuals (meeting criteria for SNF placements as indicated by assessment findings from the completion of the PRI, and PASRR Level I and Level II evaluations) from PCs into SNFs through collaborative discharge planning and the provision of enhanced supports. It is imperative to provide the patient, family, and the SNF with a spectrum of services to achieve and sustain the patient transition to a more appropriate level of care.

The OMH SNF ESP has been designed to provide clinical intervention and support necessary for adults with serious mental illness to not only be discharged to an SNF but to sustain a successful stay. OMH facilities are now able to provide the patient, family, and the SNF enhanced support to make that goal obtainable.

### **Telehealth: ECHO, Telepsychiatry, and Teletherapy:**

The older adult population of New York State (NYS) is growing dramatically, and so too is the number of seniors with SMI, and/or dementia who meet criteria per PASSR level I and II evaluations for placement in an SNF. These disorders represent significant public health challenges through impaired quality of life and increased health care utilization, cost, morbidity, and mortality. Specialty care for late-life psychiatric and memory disorders is associated with improved patient outcomes and lower healthcare costs. However, access to specialists is limited, both in urban and rural areas where most late-life behavioral health care is provided by community-based long-term and primary care practitioners. There is an urgent need to support community-based practitioners in providing quality geriatric specialty care for individuals discharged from OMH facilities to SNFs in the community.

To improve access to psychiatric care in underserved communities through the use of videoconferencing technology. By providing primary care practitioners with skills and knowledge to treat complex patients in their practices, a telehealth program aims to improve health outcomes while also improving the health care experience of the patient and family and reducing the cost of care through a multidisciplinary team-based approach.

### **ECHO**

Project ECHO is a collaborative model of psychiatric education and care management that empowers practitioners everywhere to provide better care to more people, right where they live. Although the ECHO Project

does not provide direct care, it will be expected to increase access to specialty treatment in rural and underserved areas by providing front-line practitioners with the knowledge and support they need to manage patients with SMIs and/or dementia. It accomplishes this by engaging practitioners in a continuous learning/training system and partnering them with specialist mentors at an academic medical center or hub for a multidisciplinary team-based approach consultation.

### **Telepsychiatry**

The Telepsychiatry Program is a telemental health program designed to provide psychiatric consultations for SNFs, PCs and if necessary medical hospitals in need of psychiatric consultations allowing patients to receive timely and specialty psychiatric consultations using interactive telemedicine technology including:

- A telephone consultation service that gives on-site facility providers/nurses access to practitioners by phone.
- Two-way, real-time interactive audio and video telepsychiatry appointments for consultations between psychiatric providers and long-term care facility residents.

### **Teletherapy**

The Teletherapy Program is a collaboration between the psychotherapist and team members which is key to address specific resident, family, and/or health concerns. The Basics of Care Delivery expected would be:

- Facility staff sets-up virtual meeting for resident and facilitates the joining of the resident in the meeting
- Residents will connect with the teletherapist privately
- Communication among resident, teletherapist, and SNF staff can be facilitated as part of the 50-minute telepsychiatry session when indicated

## **5.2 Objectives and Responsibilities**

The NYS OMH SNF ESP is a new community model to address the gap in service. The SNF ESP is cost-effective, value-based, recovery-focused and patient-centered. This new community model involves the addition of Community Mental Health Nurses (CMHNs) as Psychiatric Nurse Engagement Specialists, who bridge the gaps in the health care system between the transition from the PCs to the SNFs. The CMHNs provide psychiatric mental health nursing expertise and facilitate needed enhanced supports including psychiatric consultations for SNF practitioners and providers.

CMHNs are integrated in the PC clinical teams and lead the interprofessional collaborations between the practitioners at the PCs and the SNF. The focus of the model is to collaborate with SNFs to facilitate a successful transition of all individuals, provide enhanced supports as

requested and indicated. Enhanced Supports are intended for knowledge transfer, improve capacity of PC staff to meet mental health needs, prevent unnecessary use of costly emergency room (ER), in-patient hospitalizations & recidivism rate/readmission to PCs. The CMHNS provide enhanced supports to the SNFs in conjunction with every individual discharged during the transition period and 2 years post-discharge.

### **Telehealth: ECHO, Telepsychiatry, and Teletherapy:**

Administered by practitioners, the Telehealth Program should be designed to provide consultations for SNFs, PCs, and if necessary, medical hospitals in need of psychiatric consultations. Telehealth will allow patients with SMI or dementia to receive timely and specialty consultation through the use of interactive telemedicine technology including:

- A telephone consultation service that gives on-site facility providers/nurses access to psychiatric practitioners by phone.
- Two-way, real-time interactive audio and video telepsychiatry appointments for consultations between our program's psychiatric providers and long-term care facility residents, primary care providers, and patients in rural hospitals.

The telehealth services should be available to all residents (new or existing) who live in a facility that contracts the service.

- Assist the long-term care treatment team to successfully treat delirium, depression, disruptive behaviors, and other psychiatric conditions.
- Foster interaction among patients, providers, and specialists to develop the best possible plan of care.
- Ensure continuity of care and improve health outcomes.
- Eliminate the need for transportation of facility residents to a mental health provider's office.
- Reduce hospital readmissions.
- Provide residents with care in the comfort of their rooms.

The telehealth program should benefit partnering PCs and if necessary, medical hospitals in need of psychiatric consultations telepsychiatry program benefitting partnering rural hospitals by:

- Facilitating diagnosis and interventions.
- Recommending treatment for difficult or rare cases.
- Providing evaluation and consultation, as well as educating patients about their condition.

### **5.3 Operating Funding**

One award will be made in the amount of \$6,000,000 for the five years. Annual funding for each of the 5 years is \$1,200,000.

## **6. Proposal Narrative**

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

## **6.1 Population**

Based on the information shared under Section 5.1 Introduction, please:

**6.1.a.** Describe your agency's experience in working with an older adult population with SMI and/or dementia.

**6.1.b.** Describe your agency's experience in working with specialists who can provide services for late-life psychiatric and memory disorders.

**6.1.c.** Describe your agency's experience in working with specialists where most late-life behavioral health care is provided by community-based long-term and primary care practitioners.

**6.1.d.** Describe how you will reach the target population with participant criteria of:

- Medicaid eligible;
- Individuals living at State Psychiatric Centers (PCs) at risk for becoming long stay and existing long-stay residents of surrounding State-operated Transitional Living (TLRs) and Congregate Residences (SOCRs);
- Individuals in SNFs diagnosed with a mental illness
- Individuals in SNFs diagnosed with a serious mental illness.

## **6.2 Description of Program**

Based on the information shared under Section 5.2 Objectives and Responsibilities, please:

**6.2.a.** Describe your agency's mission and how it is in line with the mission of NYS OMH

**6.2.b.** Describe your agency's experience in working with Community Mental Health nurses (CMHNs) as Psychiatric Nurse Engagement Specialists.

**6.2.c.** Describe your agency's experience working with Skilled Nursing Facilities (SNFs) in order to transition individuals and provide enhanced supports as needed.

**6.2.d.** Describe your agency's experience in providing enhanced supports for knowledge transfer, improved capacity of PC staff to meet mental health needs, prevent unnecessary use of costly emergency room (ER) visits, in-patient hospitalizations and recidivism rate/readmission to PCs.

**6.2.e.** Describe your agency's experience in working with CMHNs to provide enhanced supports to the SNFs in conjunction with individuals to be discharged during the transition period and for two years post-discharge.

### **6.2.1. Telehealth Education and Training**

**6.2.1.a.** Describe your agency's experience in developing in-service education and training for SNF nursing and direct care staff on best practices and interventions to address the psychiatric needs of their patients.

**6.2.1.b.** Describe your agency's experience in providing targeted on-site staff training on evidence-based & best practices on the management of individuals with SMI (e.g. crisis intervention training, de-escalation techniques).

**6.2.1.c.** Describe your agency's experience in arranging for training and/or supports for SNF staff on topics identified by the SNF, as needed, to increase the knowledge, skills and competencies of the SNF nursing staff (e.g. Clozaril management, and other psychopharmacotherapy).

### **6.2.2. TeleECHO® clinics**

**6.2.2.a.** Describe how your agency will provide case-based educational experiences in which community practitioners develop "knowledge networks."

**6.2.2.b.** Describe how your agency will share best practices through a combination of short didactic presentations and case-based discussions with content experts.

**6.2.2.c.** Describe how your agency will hold clinics bi-weekly for 60-minute sessions.

**6.2.2.d.** Describe how your agency will provide Continuing Medical Education (CME/CE) credits for each hour of participation.

### **6.2.3. Telepsychiatry**

**6.2.3.a.** Describe how your agency will provide timely psychiatric consultations for SNF residents using interactive telemedicine technology



**6.2.3.b.** Describe how your agency will submit the documentation of consultations completed and the timeframes for the submissions

### **6.3 Implementation**

Applying agency will have to describe how Telehealth: ECHO, Telepsychiatry, and Teletherapy services will be implemented and performed.

**6.3.a.** Describe how your agency will ensure the services are adequately provided.

**6.3.b.** Describe how your agency will implement the plan for the provision for ECHO clinics, telepsychiatry, and teletherapy.

**6.3.c.** Describe the Agency plan for adequate staffing and adequate technology to perform the services.

**6.3.d.** Describe the Agency plan for the credentialing of each SNF provider for telepsychiatry and teletherapy services.

### **6.4 Agency Performance**

Agency Performance refers to the agency's prior experience in providing the services.

**6.4.a.** Describe your agency's experience working with medical staff, SNFs, rural professionals/clients, etc.

**6.4.b.** Describe your agency's experience in providing telehealth to SNFs supported by relevant data.

**6.4.c.** Describe your agency's plan to establish, test, and launch Telehealth: ECHO, Telepsychiatry, and Teletherapy services within a certain period within the awarding of the contract. If a different provider will be performing the services, NYS OMH expects the Agency to have a plan to ensure that there is no disruption in services.

### **6.5 Reporting and Quality Improvement**

Describe your plan for providing quarterly reports for addressing Telepsychiatry and ECHO data. Some examples of data to include are as follows:

#### **Telepsychiatry Data:**

- Total nursing homes engaged in telepsychiatry
- Total consultations completed (entire program) and nursing home-specific average demographics of the engaged homes including bed count, number of attendees at the "kickoff" or rollout, and the

average number of days from rollout to placing first referral for a consultation

- Number of homes credentialed and utilizing the teletherapy services
- Breakdown of the reason for referral
- CMS Quality Metric data

#### **Teletherapy Data:**

- Total skilled nursing facilities engaged in teletherapy
- Total teletherapy sessions provided per SNF
- Average demographics of the engaged SNFs including bed count, number of attendees at the "kickoff" or rollout, and the average number of days from rollout to placing first referral for a consultation
- Number of homes credentialed and utilizing the teletherapy services
- Breakdown of the reason for referral
- CMS Quality Metric data

#### **Project ECHO Data:**

- Total number of clinics completed
- Total attendees and breakdown of number of nursing homes in attendance
- Number of clinic evaluations collected
- Percentage of SNFs presenting cases at the clinic

## **6.6 Financial Assessment**

**6.6.a.** The proposal must include a 5-year Budget (Appendix B). \$1,200,000 is available annually. Note that administrative costs cannot be more than 15 %. 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.

**6.6.b.** Describe how your agency manages its operating budget. Also, applicants must complete a Budget Narrative (Appendix B1) which should include the following:

**6.6.b.1.** detailed expense components that make up the total operating expenses;

**6.6.b.2.** the calculation or logic that supports the budgeted value of each category; and,

**6.6.b.3.** description of how salaries are adequate to attract and retain qualified employees.