



**Office of  
Mental Health**

**Managing and Deescalating Challenging Behaviors in Hospital  
and Congregate Settings ECHO**

**Request for Proposals**

**Grant Procurements**

**(On-Line Submission Required)**

**Statewide Financial System (SFS) Identifier – OMH#124**

**September 2024**

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## **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 a contracted mental health learning collaborative program: Project ECHO (Extension for Community Healthcare Outcomes) to take place over the course of five years. This Request for Proposals (RFP) is intended to support behavioral health providers in managing the safety of staff and patients with complex behavioral health needs through a cost-effective & efficient training collaborative that provides case conferencing and didactic lessons related to violence and other difficult behavioral symptoms.

The goal of this Project ECHO is to create a learning community that convenes providers to discuss complex cases and offers expert opinions and tools for practitioners to bring back to their practice settings to better manage instances of difficult behavioral symptoms including violence. With increased acuity in inpatient settings in New York, the initial focus of this project will be the inpatient workforce and supplying inpatient teams with appropriate tools to deal with violent, threatening, or other challenging behavior. Each year this project will support a minimum of 4 cohorts of providers. After initial cohorts of hospitals and Residential Treatment Facility staff, future curricula will include mental health community providers as well to foster collaboration between levels of patient care.

#### **Project ECHO Description**

- Case-based educational experiences in which community practitioners develop “knowledge networks.”
- Sharing 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 provider team and 30 minutes didactic lecture-based upon the case presented. Requires the provision of Continuing Medical Education (CME/CE) and Continuing Education Units (CEU) credits for most common Licensed Mental Health Professionals in NYS (e.g., SW, Psychologist, LMHC) and Continuing Nursing Education units for each applicable hour of participation.

### **1.2 Target Population/Inclusion Criteria**

The audience for ECHO sessions will be cross-sectional within each participating provider. Given that some sessions will focus on systems of care and others on clinical presentations, appropriate staff participants might include hospital leadership, chairs of psychiatry, unit directors, psychiatrists and other physicians, nurse practitioners, psychiatric, emergency department, intensive care, or medical/surgical floor nurses, social work supervisors, social workers, peers, behavioral health associates, pharmacists, rehabilitative or occupational therapists, psychologists, hospital security, quality assurance staff, regulatory

compliance, among others. A mix of clinical and administrative staff is appropriate as hospital teams might be called upon to present a difficult case or a de-escalation success story that involves multiple roles within a care setting. Additionally, some sessions will include other providers involved in an individual's care. For example, a residential provider or outpatient provider.

## 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:

Jerry Witkop  
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  
[OMHLocalProcurement@omh.ny.gov](mailto:OMHLocalProcurement@omh.ny.gov)

### 2.2 Letter of Intent

Agencies interested in responding to this Request for Proposal **can** submit a Letter of Intent to Bid to the OMH Issuing Officer by the date stated in section 2.3. The Letter of Intent to Bid shall be non-binding.

Please email the letter of intent to the Issuing Officer at:

[OMHLocalProcurement@omh.ny.gov](mailto:OMHLocalProcurement@omh.ny.gov)

You must put LOI for "Managing and Deescalating Challenging Behaviors in Hospital and Congregate Settings ECHO" in the Subject line.

### 2.3 Key Events/Timeline

|   |                   |
|---|-------------------|
| RFP Release Date                        | October 9, 2024   |
| Letter of Intent to Bid Due             | October 30, 2024  |
| Questions Due                           | October 30, 2024  |
| Questions and Answers Posted on Website | November 14, 2024 |
| Proposals Due by 2:00 PM EST*           | December 18, 2024 |
| Anticipated Award Notification          | January 22, 2025  |
| Anticipated Contract Start Date         | July 1, 2025      |

\*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. **Please note that there are restrictions to the type, size and naming conventions of the files and attachments uploaded in SFS. For more information, please review the SFS Attachment Guide [SFS Attachment Reference Guide.pdf \(ny.gov\)](#). Failure to comply with these guidelines may result in attachments not being viewable to reviewers.**

## **2.4 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.

## **2.5 Eligible Agencies**

Prequalification is required for all not-for-profit organizations seeking grant funding from New York State. Please see Section 2.9 and Section 2.10 for additional Prequalification Information.

Eligible applicants must be:

- a non-for-profit 501c(3) and/or academic institution, currently do business and be located in New York State, and have the capacity to provide trainings on a statewide basis.

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&A.

## **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 [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. Please enter “Managing and Deescalating Challenging Behavior in Hospital and Congregate Settings ECHO Training in the subject line of the email.

The questions and official answers will be posted on the OMH website by the date listed in the timeline section 2.3.

## **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 and the NYS Contract Reporter.

It is the applicant's responsibility to periodically review the [OMH Procurement website](#) and the [NYS Contract Reporter](#) 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 2.10 or
- Proposals from eligible not-for-profit applicants who have not completed Vendor Prequalification, as described in section 2.9, by the proposal due date of 2:00 PM EST on the date listed in section 2.3.

## **2.9 SFS Prequalification 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 be Prequalified 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 the date listed in section 2.3 will not be able to submit their bid response through SFS.

**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 Vendor Registration, Prequalification and Training Resources for Not-for-Profits**

**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 SFS is required to contain:

- Operating Budget (Appendix B)
- Budget Narrative (Appendix B1)

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

Not-for-profit organizations must **Register** as a vendor with the Statewide Financial System and successfully **Prequalify** to be considered for an award.

This grant opportunity is being conducted as an SFS bid event. Not-for-profit vendors that are not prequalified can initiate and complete bid responses. However, not-for-profit vendors that are not prequalified will NOT be allowed to submit their bid response for consideration.

Information on [Registration](#) and [Prequalification](#) are available on the Grants Management Website. A high-level synopsis is provided below.

### **Registering as an SFS Vendor**

To register an organization, send a complete [Grants Management Registration Form for Statewide Financial System \(SFS\) Vendors](#) and accompanying documentation where required by email to [grantsreform@budget.ny.gov](mailto:grantsreform@budget.ny.gov). You will be provided with a Username and Password allowing you to access SFS.

Note: New York State Grants Management reserves 5-10 business days from the receipt of complete materials to process a registration request. Due to the length of time this process could take to complete, it is advised that new registrants send in their registration form as soon as possible. Failure to register early enough may prevent potential applicants from being able to complete a grant application on time.

If you have previously registered and do not know your Username, please contact the SFS Help Desk at (855) 233-8363 or at [Helpdesk@sfs.ny.gov](mailto:Helpdesk@sfs.ny.gov). If you do not know your Password, please click the [SFS Vendor Forgot Password](#) link from the main log in page and follow the prompts.

### **Prequalifying in SFS**

- Log into the SFS Vendor Portal.
- Click on the Grants Management tile.
- Click on the Prequalification Application tile. The Prequalification Welcome Page is displayed. Review the instructions and basic information provided onscreen.

Note - If either of the above referenced tiles are not viewable, you may be experiencing a role issue. Contact your organization's Delegated Administrator and request the Prequalification Processor role.

- Select the Initiate a Prequalification Application radio button and click the Next button to begin the process. Starting with **Organization Information**, move through the steps listed on the left side of the screen to upload **Required Documents**, provide **Contacts** and **Submit** your Prequalification Application.

Note - If the Initiate a Prequalification Application radio button is not available, your organization may have already started a prequalification application and could even be prequalified. Click on the Version History Link to review your organization's prequalification status. If you are not currently prequalified, or your prequalification expires prior to the due date of this RFA, you will need to choose Collaborate on or Update your application.

- System generated email notifications will be sent to the contact(s) listed in the **Contacts** section when the prequalification application is Submitted, Approved, or returned by the State for more information. If additional information is requested, be certain to respond timely and resubmit your application accordingly.

Note: New York State reserves 5-10 business days from the receipt of complete Prequalification applications to conduct its review. If supplementary information or updates are required, review times will be longer. Due to the length of time this process could take to complete, it is advised that nonprofits Prequalify as soon as possible. Failure to successfully complete the Prequalification process early enough may result in a grant application being disqualified.

Please note that all responses/applications/submissions to this RFP **must** be submitted through the Statewide Financial System (SFS). No mailed, delivered or emailed submissions will be accepted. OMH strongly recommends that applicants plan accordingly and allow themselves enough time to appropriately complete and submit by the due date and time of this RFP.

When providing uploads in response to any of the questions posed (including the Fiscal/Budget component), please upload only PDF versions of those documents. When saving these files before uploading, with the exception of an underscore, please do not use any special characters in the file name, letters only should be used.

Specific questions about SFS should be referred to the SFS Help Desk at [helpdesk@sfs.ny.gov](mailto:helpdesk@sfs.ny.gov).

### **On Demand Grantee Training Material**

A recorded session with information about the transition to SFS is available for Grantees on the Grants Management website - <https://grantsmanagement.ny.gov/> and in SFS Coach.



The following training material focused on grants management functionality is currently available in SFS Coach:

- An SFS Vendor Portal Reference Guide ([https://upk.sfs.ny.gov/UPK/VEN101/FILES/SFS\\_Vendor\\_Portal\\_Access\\_Reference\\_Guide.pdf](https://upk.sfs.ny.gov/UPK/VEN101/FILES/SFS_Vendor_Portal_Access_Reference_Guide.pdf)) to help Grantees understand which Grants Management roles they need in the SFS Vendor Portal based on the work they are currently involved in.
- A Grantee Handbook ([upk.sfs.ny.gov/UPK/VEN101/FILES/Grantee\\_User\\_Manual.pdf](https://upk.sfs.ny.gov/UPK/VEN101/FILES/Grantee_User_Manual.pdf)), which provides screenshots and step-by-step guidance on how to complete Grants Management-related tasks in SFS
- On-demand recorded training videos focused on each aspect of the Grants Management business process

Agencies can view vendor training material in SFS Coach by selecting **SFS Training for Vendors** from the Topic drop-down list.

### 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, SFS 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 (MWBEs) 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.

The Evaluation will apply points in the following categories as defined in Section 6:

| <b>Technical Evaluation</b>                                 | <b>Points</b>     |
|---|-------------------|
| Experience, Organizational Structure and Agency Performance | 20                |
| Description of Program                                      | 20                |
| Implementation  | 20                |
| Utilization Review, Reporting, and Quality Improvement      | 10                |
| Inclusion and Diversity                                     | 10                |
| Financial Assessment  | 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 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 2.10. 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 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(s) made to the applicant with the highest score to assume the operation of the ECHO program.

##### **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, number of trainings, and provider attendance. 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.

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

#### **5.1 Introduction**

The Mission of 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 and children with serious emotional disturbances. With acuity increasing on hospital inpatient units, hospital workers have increasing difficulty managing complex negative behaviors. There is need to share best practices around management and de-escalation in inpatient and emergency settings for patients to receive the best care in therapeutic settings. The goal of Project ECHO is to create a learning community that convenes to discuss difficult cases and offers expert opinions and tools for practitioners to bring back to their practice settings to better manage instances of challenging behavior. The goal of the Project ECHO is additionally to ensure specialty training and technical assistance for populations including children and youth and individuals with co-occurring challenges including developmental disabilities.

## **ECHO**

Project ECHO is a collaborative model of education and that empowers practitioners to provide better care to more people where they live. Although Project ECHO does not provide direct care, the awardee will be expected to increase knowledge and practical techniques to address violence in the inpatient setting. This is accomplished 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. Front-line practitioners, as well as leadership, will be given the knowledge and support they need to serve patients exhibiting challenging symptoms, including aggression.

### **5.2 Objectives and Responsibilities**

The awardee will be responsible for leading and maintaining the ECHO collaborative model. This includes:

- Recruitment efforts to ensure a diverse set of providers participate and a diverse set of clinical professionals attend regularly.
- Solicitation of cases from various providers that will illustrate various strategies to manage challenging behaviors, including de-escalation techniques for aggression.
- Recruitment of experts to deliver didactic sessions that cover a wide range of topics including: assessment, formulation, and treatment of various clinical presentations that may include aggression or violence as prominent symptoms as well as those with lived experience in inpatient treatment settings.
- Implementation of a series of minimum of 4 ECHO annual cohorts and a maximum of 8 annual cohorts, consisting of no less than 6 hospital and Residential Treatment Facility providers per cohort.

Applicants may subcontract with content experts for specific deliverables.

Content experts must be:

- NYS OMH Funded and/or designated family-run, youth-run, peer support organizations, or
- Not-for-profit providers who are licensed, designated, authorized or funded by the NYS OMH for the provision of behavioral healthcare services, or
- NYS behavioral health advocacy and/or member agencies

who have knowledge and expertise of the behavioral health system of care, or

- Academic experts in the areas of behavioral health treatment, services and evidence-based interventions, or
- Entities who have authority to train and issue certifications in recognized evidence-based practices, including proprietary evidence-based practices.

### **5.3 Operating Funding**

One award will be made in the amount of \$1,500,000 for the five years. Annual funding for each of the 5 years is \$300,000.

## **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 Experience, Organizational Structure and Agency Performance**

- a. Provide a concise description of the knowledge and experience of the applicant that summarizes its qualifications for conducting trainings
- b. Detail your plan to staff the ECHO project in order to achieve all goals and objectives outlined. Information provided should clearly delineate the roles and responsibilities of employed personnel, as well as any other contractual or collaborative organizations or individuals. The narrative should include the following:
  - An organizational chart and description of organizational structure, lines of supervision, and management oversight for the project
  - FTE allocation for each staff/position
  - Experience using learning management system to promote, conduct and track provided education and training sessions

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

- a. Describe your experience providing Project ECHO, and your experience providing training and education on behavioral health.
- b. Describe your agency's experience working with hospital staff and residential treatment facility staff.
- c. Describe your agency's plan to establish, test, and launch Project ECHO within a certain period of 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 service.

### **6.2 Description of Program**

- a. Describe your agency's experience delivering training around treatment of complex psychiatric presentations, crisis management, trauma informed care, and de-escalation techniques for across the lifespan.
- b. Describe how your agency will provide case-based educational

experiences in which community practitioners develop “knowledge networks”

- c. Describe your initial curriculum including proposed topic areas and example consultants. Please include topic areas that include both adult and child focuses.
- d. Describe your experience recruiting consultants and subject matter experts including those with lived experience.
- e. Describe how your agency will provide Continuing Medical Education/Continuing Education (CME/CE) credits for each hour of participation.

### **6.3 Implementation**

Applying agency will have to describe how Project ECHO services will be implemented and performed.

- a. Describe how your agency will ensure the services are adequately provided
- b. Describe how your agency will implement the plan for the provision of Project ECHO for at least four cohorts and up to 8 cohorts a year for five years.

### **6.4. Utilization Review, Reporting, and Quality Improvement**

Project ECHO Data to be collected:

- Total number of clinics completed .
- Total attendees and breakdown of numbers of different clinical type in attendance
- Number of clinic evaluations collected.
- Percentage of providers presenting cases for review

Outline how you will collect and use quality data for the project and improve the experience for the attendees, taking into account their feedback of sessions.

### **6.5 Inclusion and Diversity**

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. It is critical that the applicants have the experience and technical ability to address special population disparities in the training approaches used.

In your response:

- a. Provide a 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.
- b. Describe efforts to ensure staffing, including advisory leadership, for this project will include individuals from diverse backgrounds (e.g., race, ethnicity, gender, people with lived experience of the community mental health system).
- c. Discuss your familiarity with the concepts of structural racism, bias, inequities, and the social determinants of mental health, and how these affect the lives of individuals in the public mental health system.
- d. Describe how you will ensure the trainings support reduced coercive and stigmatizing behaviors in marginalized populations.

## **6.6 Financial Assessment**

- a. The proposal must include a 5-year Budget (Appendix B). \$300,000 is available annually. The indirect cost/administrative overhead rate is capped 15%. 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.
- b. Describe how your agency manages its operating budget, which should include the following:
  1. detailed expense components that make up the total operating expenses;
  2. the calculation or logic that supports the budgeted value of each category; and,
  3. description of how salaries are adequate to attract and retain qualified employees.