



August 8, 2024

**ADDENDUM # 1
Request for Proposal (RFP) #24-002
24/7 CRISIS PHONE AND TEXT LINE FOR BEHAVIORAL HEALTH SERVICES**

The Purchasing Department is issuing this addendum for the purpose of announcing the following information:

- The due date for this remains Thursday, Sept 5, 2024. All responses must be submitted to the Purchasing Department before 11:00 AM Eastern Time.
- Response to questions received by August 6, 2024, are part of this addendum.
- Revised SUBMITTAL FORM A- OFFEROR BACKGROUND
- Revised section 3.5.A.a

Vendors must indicate receipt of this addendum by adding the following on SUBMITTAL FORM A- OFFEROR BACKGROUND: ADDENDUM #1 RECEIVED

The following changes have been made to the original Request for Proposal # 24-002 24/7 CRISIS PHONE AND TEXT LINE FOR BEHAVIORAL HEALTH.

1. Section 3.5.A.a. is removed:

3.5 Organizational Information

A. Offeror Background (Submittal Form A)

- ~~a. Offeror must provide/submit a current criminal background check for the organization's executive team.~~

2. SUBMITTAL FORM A – OFFEROR BACKGROUND

The first submission requirement is removed:

Include the following as attachments with submittal Form A:

- ~~Offeror must provide/submit a current criminal background check for the organization's principal staff.~~

Cindy Stahmer
Purchasing Manager

RFP # 24-002 24/7 CRISIS PHONE AND TEXT LINE FOR BEHAVIORAL HEALTH Questions and Answers

1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
A: Thursday, Sept 5, 2024 11:00 am, local time to Flint, Michigan.
2. If there was a previous solicitation for these services, what was its title, number, release date, and due date?
A: RFP – Call Center – 2012-03-19 due March 19, 2012 at 4:00 PM
3. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?
A: Section 3.10.C of the RFP clearly explains the requirement to “include a list of any known potential subcontractors”, and other details. Including whether the subcontractor is part of one of the categories is beneficial information; GHS does not have any requirements.
4. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?
A: The only requirement on the Cost Proposal is that it is submitted separately from the technical proposal. The way the cost is presented should be easy to understand and clearly show what costs can be expected on each invoice, and a way to annualize the cost for budget planning.
5. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
A: GHS does not have a provider performance system in place.
6. Has the current contract gone full term?
A: Yes.
7. Have all options to extend the current contract been exercised?
A: Yes, the contract is renewed annually.
8. Who is the incumbent, and how long has the incumbent been providing the requested services?
A: Phone Crisis Line: BHR since 2012. Text Crisis Line: Crisis Text Line since 2/1/2024

9. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

A: As a governmental entity, it is GHS practice to only contract with vendors whose headquarters and staff are located within the US.

10. How are fees currently being billed by any incumbent(s), by category, and at what rates?

A: It is a per call basis with an "Up To" Call Amount, and anything over that has an Overage Fee.

11. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

A: GHS is seeking the most qualified applicant and would like applicants to respond based on questions in current proposal and not on current vendor's costs.

12. Is previous experience with any specific customer information systems, phone systems, or software required?

A: No

13. What is the minimum required total call capacity?

A: It is expected that a respondent would describe their capability to meet the call range that was provided in the RFP. A successful candidate would also describe how they would be prepared to expand to meet growing demands.

14. What is the minimum simultaneous inbound call capacity?

A: This RFP does not specify a minimum simultaneous inbound call capacity. The proposer should clearly define their capabilities in the proposal.

15. What is the maximum wait time?

A: Section 1.3.C states: The selected Offeror must demonstrate within the proposal how the crisis helpline services will operate according to best practice industry standards as defined by MDHHS and Substance Abuse and Mental Health Services Administration's (SAMHSA) national guidelines for crisis care.

16. What is the maximum hold time?

A: Section 1.3.C states: The selected Offeror must demonstrate within the proposal how the crisis helpline services will operate according to best practice industry standards as defined by MDHHS and Substance Abuse and Mental Health Services Administration's (SAMHSA) national guidelines for crisis care.

17. What percentage of inbound calls must be answered by a live operator?

A: 100%

18. What percentage of calls must be resolved without a transfer, second call, or a return call?
A: Section 1.3.C states: The selected Offeror must demonstrate within the proposal how the crisis helpline services will operate according to best practice industry standards as defined by MDHHS and Substance Abuse and Mental Health Services Administration's (SAMHSA) national guidelines for crisis care.
19. What is the maximum percentage of calls that can be terminated by the caller without resolution?
A: There is not a defined metric for the purpose of this RFP.
The proposer should define their process for this situation and their current metrics.
20. Is there a minimum or maximum number of operators and supervisors?
A: There must be a minimum of 1 supervisor, there is no maximum. There is no minimum or maximum number of operators. It would be expected that a successful bidder can describe their staffing plan to meet the needs.
21. What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?
A: There is no required degree of dedication for a phone crisis and text line as part of this RFP. It would be expected that resources are dedicated appropriately to meet the needs of Genesee County callers.
22. What is the required degree of dedication for the operators? (Can the operators work on other contracts at the same time as this one)?
A: There is no required degree of dedication for a phone crisis and text line as part of this RFP. It would be expected that resources are dedicated appropriately to meet the needs of Genesee County callers.
23. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
A: GHS is open to hearing your proposal on this topic and how you would ensure that the caller reaches a live operator quickly.
24. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
A: GHS does not currently record calls.
25. What are the recording and storage requirements for non-phone communications?
A: GHS has no requirements
26. What is the current number of seats for operators and supervisors at your existing call center?
A: This is not information GHS has with respect to current provider.

27. What is the current average wait time for phone calls?
A: The average speed of answer is 15.35 seconds for calls.
28. What is the current average handle time for phone calls and other types of communications?
A: This is not information GHS has with respect to current service.
29. What is the current average after-call work time for operators?
A: This is not information GHS has with respect to current provider.
30. Over the past year, what is the percentage of calls received in English versus non-English?
A: This is not information GHS has with respect to current service.
31. Over the past year, what percentage of calls received were in Spanish?
A: This is not information GHS has with respect to current service.
32. What time of day, days of the week, or times of the year do calls typically peak?
A: This is not information GHS has with respect to current service.
33. Could you please clarify whether Submittal Form Templates similar to those provided for Forms A and B will be provided for Submittal Forms C through J? If so, how may those be accessed?
A: There is not a formatted Submittal Form C through J. The information for these sections can be presented in a way that best represents your services.
34. Are there applicant eligibility requirements beyond the information that is to be included in “Submittal Form A – Offeror Background” and “Submittal Form B – Certifications”?
A. GHS would like to see offeror background, current certifications, capacity to manage programing needs, staffing abilities and training etc. this will all be considered in our decision.
35. What is the amount of funding available through this RFP?
A. There is no minimum or maximum guaranteed amount of funding identified as part of the RFP. Bidders should submit pricing information as outlined in the RFP.
36. How many awards does Genesee Health System anticipate funding under this RFP?
A. A single vendor for both services.
37. What is the anticipated length of the contract?
A. 2 years
38. What length of time should be reflected in the Cost Proposal? For example, should the Cost Proposal be developed for a 1-year length of contract?
A. The initial contract will be for two years. With the option to extend annually 3 years upon mutual agreement of both parties.

39. We understand that the average call volume is 572 per month. If text services are already being provided, what is the current volume of text contacts? If text services have not yet been implemented, what is the anticipated volume of text contacts?

A. We expect volume to go up, currently volume is 10-20 a month

40. Our organization maintains current criminal background checks for all employees. The RFP is requesting current criminal background checks for the organization's "Executive Team" and later in the RFP it describes this as applying to organization's "Principal Staff." Can you please further define which individuals this request should apply to and specifically what level of detail for those individuals would satisfy this request.

A. The requirement of providing the background checks has been removed. Confirming that background checks are completed for staff is the only requirement. See Addendum # 1 for revised SUBMITTAL FORM A- OFFEROR BACKGROUND.