

EL PASO MHMR

**REQUEST FOR PROPOSAL
(RFP)**

CHILD AND ADOLESCENT PSYCHIATRIST

DECEMBER 29, 2011

I. Purpose

El Paso Mental Health and Mental Retardation (“El Paso MHMR”), a community mental health and mental retardation center for El Paso County, Texas is requesting written proposals for the provision of physician services to children and adolescents.

II. Introduction

- A. El Paso MHMR was established in 1967 as an outgrowth of the movement from institutional care to community-based services, making public, community-based mental health and mental retardation services available for the first time to the residents of El Paso and El Paso County. El Paso MHMR was established according to the state laws, regulations and the interagency agreement approved by its local government sponsoring agencies; (1) the County of El Paso and (2) the El Paso County Hospital District, which operates under the name University Medical Center of El Paso, or UMC (with the County and UMC collectively referred to as the “Sponsoring Agencies”). El Paso MHMR is a governmental unit as a political subdivision of the State of Texas established in accordance with the provisions of Chapter 534 of the Texas Health and Safety Code (“Chapter 534”) and the state regulations in support of Chapter 534.
- B. El Paso MHMR provides community-based mental health, mental retardation and substance abuse services to adults and children who are the most severely disabled and most in need of services. As the local mental health authority for El Paso County, El Paso MHMR is responsible for leadership and management of the strategic goals and operations for adult mental health services, child and adolescent services and mental retardation services.
- C. The oversight of El Paso MHMR operations is entrusted to the responsibility of a seven-member Board of Trustees (the “Board”) appointed by the Sponsoring Agencies. The Board has established standing citizens’ advisory committees to serve as the basis for planning, development, monitoring and evaluation of El Paso MHMR operations. The Board employs a Chief Executive Officer (“CEO”), who, in turn, is responsible for the day-to-day oversight and administration of the staff and operations of El Paso MHMR.

III. Eligible Respondents

Any Respondent that submits a proposal in response to this RFP must meet all of the following criteria:

- (1) be presently eligible to do business in Texas and have the appropriate license and insurance to provide the services contemplated by this RFP;
- (2) be presently in good standing with any state or federal agency from which the Respondent receives funds;
- (3) not have had a contracted terminated for performance deficiencies within the 12-month period proceeding the submission of its proposal; and
- (4) not have ever been debarred from contracting with a federal or state governmental entity or be presently suspended, or otherwise excluded from or ineligible for participation in federal assistance programs..

IV. Questions Regarding the Scope of Services/Procurement Package

- A. Name, address, and phone number of contact person for questions regarding the scope of services via email:
El Paso MHMR
Christina Calderon, Chief Operating Officer
1600 Montana
El Paso, TX 79902
ccalderon@epmhm.org

- B. The name, address, and phone number of the contact person for questions regarding the procurement package:
El Paso MHMR
Cynthia Moreno, Chief of Quality Management
1600 Montana
El Paso, TX 79902
cmoreno@epmhm.org
- C. Written answers shall only be given to questions that are submitted in writing on the Respondent's letterhead and delivered by mail or in person to the above address. Written answers will not be provided to written questions that are received later than seven (7) days prior to the closing date for the submission of proposals. Questions that are posed face-to-face, telephonically, telegraphically, via facsimile, via electronic mail, or via other means of electronic transmission shall not be answered in writing. Other than a written answer, any answer to any question is unofficial and non-binding.

V. Addenda or Cancellation to the RFP

- A. El Paso MHMR has the right to issue addenda to this procurement package prior to the closing date for submission of proposals specified herein provided all Respondents are provided fair opportunity to respond. All such addenda become, upon issuance, an inseparable part of the specifications that must be met for the proposal to be considered.
- B. El Paso MHMR has the sole right to cancel the RFP at any time El Paso MHMR so desires to.

VI. Factors for Evaluating a Proposal for Award

- A. For a Proposal to be considered for award, Respondent must follow all instructions and meet all requirements specified in this RFP package. Any Respondent that fails to comply with instructions and/or meet all the requirements in this RFP package is subject, at El Paso MHMR sole discretion, to disqualification from consideration for award. Respondents will not be permitted to make corrections or amendment to proposals that have been submitted except, in the sole discretion of El Paso MHMR, in the limited circumstances where a Respondent needs to make minor technical correction to the submitted proposal and where the technical correction does not alter the substance of a proposal.
- B. Award shall be made by evaluating proposals in order to determine the proposal that gives El Paso MHMR best value. This evaluation shall include consideration of any relevant information specified in a proposal including, but not limited to, the following factors:
 - 1. Any installation cost;
 - 2. The delivery terms;
 - 3. The quality and reliability of the respondent's goods or services;
 - 4. The extent to which the goods or services meet El Paso MHMR needs;
 - 5. Indicators of probable respondent performance under the contract, such as past offeror performance, the respondent's financial resources and ability to perform, the Respondent's experience and responsibility, and the Respondent's ability to provide reliable maintenance agreements;
 - 6. Impact on the ability of El Paso MHMR to comply with laws and rules relating to Historically Underutilized Businesses ("HUB") or relating to the procurement of goods and services from persons with disabilities;
 - 7. The total long term cost to El Paso MHMR of acquiring the Respondent's goods or services;
 - 8. The cost of any employee training associated with the acquisition;

9. The effect of an acquisition on El Paso MHMR productivity;
 10. The acquisition price;
 11. Whether the Respondent can perform the contract or provide the service(s) within the contract term, without delay or interference;
 12. The Respondent's history of compliance with the laws relating to its business operations and the affected service(s) and whether it is currently in compliance;
 13. Whether the Respondent's financial resources are sufficient to perform the contract and to provide the service(s);
 14. Whether necessary or desirable support and ancillary services are available to the respondent;
 15. The character, responsibility, integrity, reputation, and experience of the Respondent;
 16. The quality of the facilities and equipment available to or proposed by the Respondent;
 17. The ability of the Respondent to provide continuity of services;
 18. The ability of the Respondent to meet all applicable written policies, principles, and regulations;
 19. The ability of the Respondent to demonstrate a Mental Health Friendly Workplace; and
 20. Any other factor relevant to determining the best value for El Paso MHMR in the context of a particular acquisition, including an evaluation of any interviews or presentations made by the Respondent during the evaluation process.
- C. El Paso MHMR will conduct negotiations only if it is in the best interest of El Paso MHMR to so, El Paso MHMR being the sole judge of its "best interest."

VII. Selection for and Notification of Award

- A. El Paso MHMR Chief Executive Officer shall convene a committee to make the evaluation of proposals that result in the recommendation for the selection for award.
- B. The successful Respondent shall receive a written notice of award from El Paso MHMR no later than ten (10) days after selection for award.

VIII. Negotiations

El Paso MHMR may conduct negotiations with Respondents in order to either complete the evaluation of an acceptable proposal or complete the procurement process. Negotiations may include clarifications, improvements, and revisions to a Respondent's original proposal. El Paso MHMR will conduct negotiations only if it is in the best interest of El Paso MHMR to do so, El Paso MHMR being the sole judge of its "best interest."

IX. Applicable Funding Limitations

The Texas Department of State Health Services and the Texas Department of Aging and Disability Services (collectively referred to as the "State Agency") funds El Paso MHMR through general revenue pursuant to an annual budget agreed upon by the State Agency and El Paso MHMR. This budget specifies the funding allocated for general administrative costs as specified in this procurement package. The payment for such services provided in performance of a prospective contract shall not exceed this budgeted allocation. In order to obtain competitive proposals, the amount of funds allocated in El Paso MHMR budget for these services shall not be disclosed to any Respondent under any circumstances.

X. Term and Method of Payment for Prospective Contract

- A. Payment under the prospective contract shall be subject to negotiation based on the costs set forth in the Respondent's written proposal that is chosen for award.

XI. Procurement Process Timetable

Date	Event
December 29, 2011	RFP Issuance
January 16, 2012	Proposals due; 5:00 pm DST
January 17, 2012	Proposals opened; review begins
February 1, 2012	Proposed start date

El Paso MHMR reserves the right to modify these dates at the discretion of the El Paso MHMR Chief Executive Officer.

XII. Instructions for Submission of Proposal

- A. Respondent shall submit its original proposal, identified as the original, and four (4) additional copies (all secured with "binder clips") by mail or in person to the address below no later than **the closing date of 5:00 p.m., Mountain Standard Time, January 16, 2012** to:

El Paso MHMR
Cynthia Moreno, Chief of Quality Management
1600 Montana
El Paso, TX 79902

- B. Except as provided in the Texas Open Records Act, Texas Government Code, Chapter 552, all information submitted in a proposal is confidential until an award has been made and any resulting contract executed.
- C. Respondent may make written corrections, deletions, or additions to proposals that are submitted prior to the closing date specified above. No oral, telephonic, telegraphic, facsimile, electronically mailed, or other electronically transmitted corrections, deletions, or additions will be accepted. The Respondent must submit changes on substitute pages in the appropriate number of copies with a cover letter documenting the changes and the specific pages for substitution. The signature on the letter must be original and of equal authority as the signature on the initial proposal. Corrections, deletions, or additions that affect the competitiveness of other offers will not be accepted. Late, illegible, incomplete, unsigned, or otherwise non-responsive proposals will not be considered.

XIII. Mental Health-Friendly Workplace

- A. On September 22, 2005, the El Paso MHMR Board of Trustees approved a Resolution for the Designation of Mental Health Friendly Workplace. This Resolution directs all El Paso MHMR awarded contracts are evaluated for best value, to include the Respondents ability to demonstrate a Mental Health-Friendly Workplace. For the purpose of this Request for Proposal, El Paso MHMR will review the following elements of a Mental Health-Friendly Workplace:
 - 1. Respondent welcomes all qualified job applicants and diversity is valued;
 - 2. Respondent includes health care that treats mental illnesses with the same urgency as physical illness;
 - 3. Respondent has programs and/or practices that promote and support employee health-wellness and/or work-life balance;

4. Respondent provides training for managers and front-line supervisors in mental health workplace issues;
 5. Respondent safeguards confidentiality of employee health information;
 6. Respondent provides an Employee Assistance Program (EAP) or other appropriate referral resources to assist managers and employees;
 7. Respondent supports employees who seek treatment or who require hospitalization or disability leave;
 8. Respondent ensures “exit with dignity” as a priority, should it become essential for an employee to leave his or her employment;
 9. Respondent has reasonable accommodations policy of the Americans with Disabilities Act (ADA); and
 10. Respondent provides all-employee communication that promotes an accepting, anti-stigmatizing, anti-discriminating working environment.
- B. There is no single “right” picture of a Mental Health-Friendly Workplace. Factors that have a bearing on what will work best for any given business include:
- The leadership, goals, and values of the business;
 - The culture of the business sector;
 - The culture of the community in which the business operates;
 - The size of the business; and
 - The resources that can be brought to bear from service vendors, the community, and the employees themselves.
- C. Whether your business is looking at its mental health friendliness for the first time or taking stock of how well current programs and practices are working, it is important to come back to these questions:
- What elements of a Mental Health-Friendly Workplace are already in place?
 - How are they working?
 - What are the long- and short-term goals?
 - What are the next priorities and next steps?
 - How will the worth or value of taking these steps be assessed?
- D. Specific practices and policies in a workplace that values the health of its employees can be observed, including, of course, practices and policies that promote their mental health and well-being. These practices can positively affect productivity, cost-containment of health care, and employee retention in fact, the entire culture of the business. Some businesses will recognize many of the indicators as descriptors of their own organizations; others will read them as a list of desirable options or components for building a Mental Health-Friendly Workplace. Any business that thinks of itself as being mental health-friendly will have a number of these elements in place.

XIV. Outline of Proposal

- A. Throughout this Outline of Proposal, the Respondent will be asked to provide detailed information regarding the scope of the Respondents business. The items and questions, detailed in pages 7 through 15 of this document, will fall under one of the following sections:
- I. **BUSINESS DEMOGRAPHICS AND ORGANIZATIONAL STRUCTURE.**
 - II. **PRODUCT OFFERING.**
 - III. **MENTAL HEALTH-FRIENDLY WORKPLACE.**
 - IV. **DOCUMENTS.**
 - V. **ASSURANCES.**

- B. Proposals shall be submitted in writing on one side of 8.5 by 11 inch white paper that is suitable for photocopier reproduction. All pages of a proposal shall be numbered. Any and all attachments or enclosures to a proposal shall be identified and numbered. Please be sure to answer every item and question. If the item or question does not apply to your organization, simply and clearly note that the item or question is not applicable, or “N/A”. The proposal will be scored and evaluated on completed content. Blank items and questions will be considered omissions regardless of how obvious it may seem otherwise. Answer all items and questions in the order of this proposal outline. Clearly designate them in your document as they appear in this Outline of Proposal (by number, letter, and item/question). Each section must be separated by a page break. All requested attachments must be included. The document should be single spaced, standard type, and each Section must be tabbed. Please secure the original proposal and the accompanying four (4) copies separated and secured with “binder clips”. All items must be included in the proposal.
- C. El Paso MHMR has the right to review only completed proposals. El Paso MHMR reserves the right to disqualify the Proposal if the responses are incomplete or answers are omitted. El Paso MHMR reserves the right to hold subsequent face to face or telephone interviews for clarification and/or negotiation purposes only. Interviews will not be solicited for the purpose of completing incomplete proposals. All supporting documentation should be attached to the back of the proposal document and in the order described in this **Outline of Proposal**.
- D. False statements by Respondent will disqualify the Respondent’s proposal. El Paso MHMR reserves the right to reject all proposals and/or to reopen or extend the Request for Proposal process.
- E. Each Respondent submitting a completed proposal, but not awarded a contract, will be notified in writing that the proposal is no longer being considered. Upon written request, Respondents will be provided with aggregated scoring documents for their submitted proposal and the ranking of all Respondents. Unsuccessful Respondents may request a debriefing conference. Following the contract award, the contents of all proposals can be made available as set forth in Section XII herein, in the form of one copy per written request. Therefore, any information contained in the proposal that is deemed to be proprietary in nature must clearly be so designated in the proposal. Such information may still be subject to disclosure under the Public Information Act depending on opinions from the Attorney General's office.

[The remainder of this page has been left blank intentionally.]

XV. Scope of Services

The following is a list of El Paso MHMR requirements:

- Typically serve children and adolescents from the age of 5 to 18 years
- Conduct 4 to 5 medication checks per hour
- Conduct 1 psychiatric evaluation per hour
- Provide on-site appointments for clients in crisis or walk in appointments
- Attend and participate in monthly medical staffings with Center medical personnel and Chief Medical Officer
- Attend and participate in monthly medical staff meetings with nursing and administrative staff
- Complete paperwork required for PAP completion
- Adhere to Center's formulary and sample utilization in prescribing practices
- Complete patient documentation in a timely manner, usually within 48 hours or less
- Adhere to Center policy and procedures regarding patient care

[The remainder of this page has been left blank intentionally.]

XVI. Content of Proposal

I. BUSINESS DEMOGRAPHICS AND ORGANIZATIONAL STRUCTURE.

- A. Name and title of Respondent.
- B. Brief history of the organization.
- C. Legal name of business.
- D. Legal status of entity.
- E. Federal Identification number.
- F. Mailing address.
- G. Business phone number and Facsimile number.
- H. Other business locations in Texas, to include address.
- I. Listing of owners/partners to include percent of ownership and title.
- J. Years in operation.
- K. Certification Number (if Historically Underutilized Business).
- L. List the names and qualifications of the CEO/President, Local or Regional Director, and CFO/Financial Manager.
- M. List the names and business affiliation of the board members or other governing body.

[The remainder of this page has been left blank intentionally.]

II. **PRODUCT OFFERING.**

- A. **Costs.** The Respondent shall submit pricing for services pursuant to this RFP. Any other costs associated with delivering this product should be identified and explained. Please quote, itemized in detail, any and all fees/rates for each item identified in Scope of Services of this RFP. **Proposed fees/rates should be all inclusive of all services provided.**
- B. **Plan Implementation.** Can you meet a projected implementation schedule as identified in section XI of this RFP? Please provide a schedule that includes all phases from initial planning to actual design work product. Indicate the responsibilities El Paso MHMR would be in this process.

[The remainder of this page has been left blank intentionally.]

III. MENTAL HEALTH-FRIENDLY WORKPLACE.

The Respondent shall submit narrative demonstrating its commitment as a Mental Health-Friendly Workplace. Please provide in detail all the elements identified in Section XIII.A.; items 1 through 10 of this RFP packet.

[The remainder of this page has been left blank intentionally.]

IV. **DOCUMENTS.**

Please submit all of the documents listed below with the proposal:

- A. Copies of licenses, certifications, and accreditations, if applicable;
- B. Copies of liability insurance coverage, directors' and officers' professional liability, errors and omissions, general liability and a Certificate of Insurance, where applicable;
- C. References: Three (3) references of clients with similar size and industry as El Paso MHMR. Include name of reference, contact person, phone number and address; and
- D. Submit original Section V. Assurances with the signature of authority for the Respondent.

[The remainder of this page has been left blank intentionally.]

V. **ASSURANCES.**

All Respondents must assure that:

- A. Respondent has made no attempt nor will make any attempt to induce any person or firm to submit or not submit a proposal; and
- B. Respondent has arrived at the proposal independently without consultation, communication, or agreement for the purpose of restricting competition; and
- C. All cost and pricing information is reflected in the RFP response documents only; and
- D. Respondent and if applicable, its officers or employees, have no relationship now or will have no relationship during the contract period that interferes with fair competition or that is a financial or other conflict of interest, real or apparent; and
- E. If applicable, no member of the Respondent's staff or governing authority has participated in the development of specific criteria for award of this prospective contract, nor will participate in the selection of the successful Respondent to be awarded this prospective contract; and
- F. Respondent has not retained or promised to retain an entity or used or promised to use a consultant that has participated in the development of the specific criteria for award of this prospective contract or will participate in the selection of the successful Respondent awarded this prospective contract; and
- G. Respondent, if currently providing services to El Paso MHMR on a contractual or employment basis, shall not obtain and use, or attempt to obtain, confidential information regarding El Paso MHMR operations that provides an undue advantage in the selection process; and
- H. Respondent has not given, offered to give, nor intends to give any economic opportunity, gift, loan, gratuity, special discount, trip, favor, or service to any public servant (including, but not limited to any member of the Board of Trustees or staff) or any public employee (including, but not limited to, any employee of El Paso MHMR) in connection with its submitted proposal; and
- I. Respondent accepts the terms, conditions, criteria and requirements set forth in the RFP procurement package; and
- J. Respondent accepts El Paso MHMR sole right to award any proposal (including negotiating with or issuing a contract to more than one Respondent when doing so would be in the best interests of El Paso MHMR) or reject any or all proposals submitted at any time; and
- K. Respondent accepts El Paso MHMR sole right to cancel the RFP at any time El Paso MHMR so desires; and
- L. Respondent is not entitled to and will make no claim for payment to cover costs incurred in the preparation of the submission of its proposal or any other associated costs, even in situations where El Paso MHMR cancels the RFP or rejects all proposals submitted in response to the RFP; and
- M. Respondent certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from any completed contract that may result from its proposal; and
- N. Respondent, if it is a corporation, is either not delinquent in its franchise tax payments to the State of Texas or is not otherwise subject to payment of franchise taxes to the State of Texas; and
- O. Respondent owes no funds to the State of Texas for unresolved audit exceptions. An unresolved audit exception is an exception for which the Respondent has exhausted all administrative and/or judicial remedies and has failed to comply with any resulting demand for payment; and
- P. Respondent agrees that information about individuals served by the State Agency will be kept confidential; and
- Q. Respondent shall comply with the requirements of the Immigration Reform and Control Act of 1986 and Immigration Act of 1990 regarding employment verification and retention of verification

forms for any individual(s) hired on or after November 6, 1986, described in this proposal who will perform any labor or services.

- R. Respondent shall comply with all federal statutes relating to nondiscrimination including but not limited to Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, gender, pregnancy, religion, and national origin; Title IX of the Education Amendments of 1972, as amended [20 U.S.C. §504 of the Rehabilitation Act of 1973 (Public Law 93-112)], which prohibits discrimination on the basis of disabilities; the Age Discrimination in Employment Act; the Americans with Disabilities Act of 1990; Chapter 21 of the Texas Labor Code, which is informally referred to as the Texas Commission on Human Rights Act; and all amendments to each, and all requirements imposed by the regulations issued pursuant to these acts, especially 45 CFR Part 80 (relating to race, color, and national origin), 45 CFR Part 84 (relating to handicap), 45 CFR Part 86 (relating to sex), and 45 CFR Part 91 (relating to age); and
- S. Respondent warrants that, to the extent it has exposure, access or control of patient information, it will protect the privacy and provide for the security of Protected Health Information (“PHI”) that is in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”) and regulations promulgated thereunder by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable federal and state laws.
- T. Respondent shall comply with the requirements of Chapter 81 of the Texas Civil Practice and Remedies Code; and
- U. As provided by the Texas Family Code, §231.006, a child support obligor who is more than 30 days delinquent in paying child support and a business entity in which the obligor is a sole proprietor, partner, shareholder, or owner with an ownership interest of at least twenty-five percent (25%) is not eligible to receive payments from state funds under a contract to provide property, materials, or services or receive a state-funded grant or loan. Respondent certifies that it is not ineligible to receive any payments under any contract resulting from its proposal and acknowledges that any contract that is executed as a result of its proposal may be terminated and payment may be withheld if this certification is inaccurate; and
- V. Respondent agrees to provide El Paso MHMR with any information necessary to validate any statements made in its proposal, as requested by El Paso MHMR. Such requests may include, but not necessarily be limited to, allowing access for on-site observation, granting permission for El Paso MHMR to verify information with third parties, and allowing inspection of Respondent’s records. Respondent understands that failure to substantiate any statements made in Respondent’s proposal shall result in disqualification of the proposal.

NOTICE: El Paso MHMR will not be liable for any fees or charges not specifically detailed in your proposal.

Signature of Authority for the Respondent

Title of Organization

Printed Name and Title

Date