MH/DS Of The East Central Region

REQUEST FOR PROPOSAL (RFP)

Provide Telehealth Services in Hospital Emergency Rooms

MH/DS of the East Central Region is a nine county region located in Eastern Iowa. There are

currently 7 rural hospitals without psychiatric inpatient units contracting for telehealth services.

MH/DS Of The East Central Region

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**Date: November 25, 2018**

REQUEST FOR PROPOSAL

Telehealth Services in Hospital Emergency Rooms

**SUBMISSION DEADLINE:** Friday, December 28, 2018, 12pm CST. The contract will be awarded on January 24th, 2019.

**INTRODUCTION**

MH/DS of the East Central Region invites and welcomes proposals to provide telehealth services in hospital emergency rooms. Please take the time to carefully read and become familiar with the proposal requirements. All proposals submitted for consideration must be received by the time as specified above under the "SUBMISSION DEADLINE."

**PROJECT AND LOCATION**

The bid proposal is being requested for the provision of telehealth services in the Emergency Rooms of rural hospitals and placement assistance if inpatient psychiatric services are required.

**PROJECT OBJECTIVE**

The objective and ultimate goal for this project is to provide psychiatric evaluation, diagnosis, treatment planning and medication prescription for people who are in the hospital emergency room. If inpatient admission is needed the provider will assist in locating a placement.

**PROJECT SCOPE AND SPECIFICATIONS**

The Project Scope and Specifications are: The successful bidder will provide psychiatric care within settings in need of behavioral health services. The provider is required to have Board Certified Psychiatrists and Psych Certified Advanced Registered Nurse Practitioners who provide real – time care using top-of-the-line HD video/web conferencing. All patient interactions will be secured and HIPPA compliant. Services are available within 4 hours, 24/7 year-round

**SCHEDULED TIMELINE**

The following timeline has been established to ensure that our project objective is achieved; however, the following project timeline shall be subject to change when deemed necessary by management.

|  |  |
| --- | --- |
| **MILESTONES** | **DATE** |
| Contract with each hospital in the ECR region that requests telehealth services. | February 1, 2019 |
| Ensure working equipment is present in the hospital. | February 1, 2019 |
| Ensure that an adequate number of psychiatrists and ARNPs are available to meet the needs of all contracted entities and meet any requirements to practice in Iowa. | February 1, 2019 |
| Begin services with each contracted entity. | February 1, 2019 |

**PROPOSAL BIDDING REQUIREMENTS**

**PROJECT PROPOSAL EXPECTATIONS**

MH/DS Of The East Central Region shall award the contract to the proposal that best accommodates the requirements. MH/DS of The East Central Region reserves the right to award any contract prior to the proposal deadline stated within the "Scheduled Timeline" or prior to the receipt of all proposals, award the contract to more than one Bidder, and refuse any proposal or contract without obligation to either MH/DS Of The East Central Region or to any Bidder offering or submitting a proposal.

**DEADLINE TO SUBMIT PROPOSAL**

All proposals must be received by MH/DS Of The East Central Region no later than Friday, December 28, 2018, 12:00 p.m. CST for consideration in the project proposal selection process.

**PROPOSAL SELECTION CRITERIA**

Only those proposals received by the stated deadline will be considered. All proposals, submitted by the deadline, will be reviewed and evaluated based upon information provided in the submitted proposal. In addition, consideration will be given to cost and performance projections. Furthermore, the following criteria will be given considerable weight in the proposal selection process:

* Knowledge of the Iowa DHS Rules process.
* Knowledge of Iowa Mental Health regions.
* Knowledge of Access centers and Medicaid coverage in multiple states outside of Iowa.
* Ability to identify appropriate medical, mental health, substance abuse, and multi-occurring rules.
* Proposals received by the stipulated deadline.
* Bidder's performance history and alleged ability to timely deliver proposed services.
* Bidder's ability to provide and deliver qualified personnel having the knowledge and skills required to effectively and efficiently execute proposed services.
* Overall cost effectiveness of the proposal.

MH/DS Of The East Central Region shall reserve the right to cancel, suspend, and/or discontinue any proposal at any time they deem necessary or fit without obligation or notice to the proposing bidder/contractor.

**PROPOSAL SUBMISSION FORMAT**

The following is a list of information that the Bidder should include in their proposal submission:

**Summary of Bidder Background**

* Bidder's Name(s)
* Bidder's Address
* Bidder's Contact Information (and preferred method of communication)
* Legal Form of Bidder (e.g. sole proprietor, partnership, corporation)
* Date Bidder's Company Formed
* Description of Bidder's company in terms of size, range and types of services offered and clientele.
* Bidder's principal officers (e.g. President, Chairman, Vice President(s), Secretary, Chief Operating Officer, Chief Financial Officer, General Managers) and length of time each officer has performed in his/her field of expertise.
* Evidence of established track record for providing services and/or deliverables that are the subject of this proposal.

**Financial Information**

* State whether the Bidder or its parent company (if any) has ever filed for bankruptcy or any form of Reorganization under the Bankruptcy Code.
* State whether the Bidder or its parent company (if any) has ever received any sanctions or is currently under investigation by any regulatory or governmental body.

**Proposed Outcome**

* Summary of timeline and work to be completed.

**Equipment or Services**

* List any equipment or services required of a subcontractor, along with a brief explanation.
* List any accommodation, services, or space required from MH/DS of the East Central Region, along with a brief explanation.

**Cost Proposal Summary and Breakdown**

* A detailed list of any expected costs or expenses related to the proposed project.
* Summary and explanation of any other contributing expenses to the total cost.
* Brief summary of the total cost of the proposal.

**Outcome Measures and Reporting**: Please submit the outcomes and reporting times that your company follows for consideration.

**Licensing and Bonding**

* Provide details of licenses and bonds (if any) for any proposed services that the bidder/contractor may plan on providing for this project.

**Insurance**

* Details of any liability or other insurance provided with regard to the staff or project.

**References**

* Provide 2 references

**Conflict free, Iowa based provider**

* The bidder shall not have any relationship to the projects/services funded by the region aside from telehealth services. Specifically, the bidder cannot have any relationship to an Access Center, IRSH residence, crisis services or SCL/residential services, service coordination, IHH or the Region other than as a telehealth provider.
* The home office must be located in Iowa. The President/Owner must be located in Iowa for work with preference given to Iowa residents.

Bidder agrees that MH/DS Of The East Central Region may contact all submitted references to obtain any and all information regarding Bidder's performance.

Please submit the proposal by email to Kristie.Clark@linncounty.org. Questions may be addressed to Mechelle Dhondt at mechelle.dhondt@linncounty.org. All answers will be supplied to all qualified bidders.