



**Date of Issuance:** 3/25/2022

**Solicitation No.** 4520000461

**Requisition No.** 4520010442

**Amendment No.** #1

Hour and date specified for receipt of offers is changed:  No  Yes, to: \_\_\_\_\_ CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) **Sign and return a copy of this amendment with the solicitation response being submitted;** or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

**RETURN TO:**

Rhonda Spain  
Contracting Officer

(405) 522-8104  
Phone Number

Rhonda.spain@omes.ok.gov  
E-Mail Address

**Description of Amendment:**

a. This is to incorporate the following:

**On behalf of the State of Oklahoma, the Office of Management and Enterprise Services (OMES) gives notice of the following questions concerning this solicitation, received during the Q&A period, which closed on 3/16/2022. All questions OMES Central Purchasing and/or Agency responses are detailed below:**

**In addition, the Agency has made the following changes to the solicitation requirements:**

**Bidder Instructions, Page 5, C. i.** As referenced in subsection **8.2.H, Section Eight: Response to Specifications and Requirements**, the following are required to be included in the Bid: (a) Bidder shall confirm it will not concurrently operate a crisis call center that may dispatch mobile crisis response teams, such as a National Suicide Prevention Line (NSPL) or ODMHSAS contracted 988 call center.

**The ODMHSAS is removing this requirement from the solicitation.**

Q1: On Page 10, K. Section Eight (iii) the link to the Security Cert form connects to an error message that says its 'Not Found'. I've also tried to access it via Google <https://oklahoma.gov/omes/documents/omes-it-security-certification.html> which says the document has been moved or deleted. Please advise where I might access this form.

A1. **The assessment will need to be provided ONLY if Bidder will be proposing a hosted solution.** The "Security Certification Accreditation Assessment.xlsx" is being provided as an additional document posted to the Solicitation at: <https://oklahoma.gov/omes/services/purchasing/solicitations/4520000461.html>

Q2: If a CCBHC client calls 988 and requires a mobile crisis response, will 988 dispatch the mobile response team or contact the identified CCBHC for a mobile response?

A2: **The 988 call center will dispatch mobile crisis response teams, which may or may not be operated by a CCBHC.**

Q3: For bidders that are CCBHCs: If ODMHSAS does not receive an approved CMS SPA by \_\_\_\_\_(date), how will the Mobile crisis Response Team be reimbursed for services delivered to their own CCBHC clients should they call 988 and require a mobile response?

A3: **For bidders who are a CCBHC and thus receive reimbursement under the Prospective Payment System (PPS), mobile crisis response teams responding to their own established CCBHC clients would receive the PPS rate. Mobile crisis is a triggering service. This is the case both under the current CMS SPA and the pending CMS SPA.**

Q4: Referencing 1.3.4. Will GPS technology be provided by the 988 Crisis Call Center, ODMHSAS or the Mobile Response Team vendor provides?

A4: **Awards made under this solicitation will include the cost of GPS technology connection with the 988 Crisis Call Center. Bidders do not need to include this as a budget expense in the proposal, but ODMHSAS will include the costs in year one of the awards. Ongoing costs are anticipated to be covered by the mobile crisis team vendor but are anticipated to be the monthly cost of a cellular device.**

Q5: Is the Business Reference Questionnaire (Exhibit 3) in lieu of the letters of support?

A5: **Yes.**

Q6: Exhibit 2 1.2.8 says Mobile Crisis Response Teams may additionally examine the request for dispatch using criteria pre-approved by ODMHSAS in requesting law enforcement support both before and during engagement with a consumer.

- a. What are the pre-approved criteria established by ODMHSAS that allows for law enforcement to be requested for assistance?

A6: **ODMHSAS will partner with entities awarded under this solicitation to develop criteria. Any requests to amend shall be pre-approved by ODMHSAS.**

Q7: In the Bidder Instructions page 5 i.a. bidder shall confirm it will not concurrently operate a crisis call center that may dispatch mobile crisis response teams.

- a. CCBHCs are required to provide crisis services including 24/7/365 crisis lines and mobile response...Are CCBHC restricted in making a bid?
- b. Is the only line the successful bidder can answer is the OK YCMR line? No 988 calls, including as back-up as well as NSPL calls?

A7: **See Top of page.**

Q8: Attachment A – Who are the contracted Oklahoma Youth Mobile Crisis Response System Providers?

A8: **Current ODMHSAS Youth Mobile Crisis Response System contractors include Central Oklahoma Community Mental Health Center, Creeks Behavioral Health Services, Family and Children's Services, Grand Lake Mental Health Center, Green Country Behavioral Health, Jim Taliaferro Community Mental Health Center, Lighthouse Health and Wellness, Multi-County Counseling, Red Rock Behavioral Health, Northcare, SequelCare, and Western Plains Youth and Family Services.**

Q9: The RFP indicates that ODMHSAS intends to award 1 contract per “region”. Please define “region”.

**A9: A region may be any combination of area, city, county, multi-county, or statewide. Bidders shall clearly identify the region for which they are applying in their response.**

Q10: Scope of Work - 1.1.3: If the Mobile Response Team is dispatched to a crisis situation that includes law enforcement or fire, can 1 Mobile Response Team member respond?

**A10: Per Exhibit 2 Section 1.1.3, a response from one staff is allowable when responding to a controlled environment involving other mental health or medical professionals.**

Q11: Scope of Work – 1.7.7: Will the 988 vendor or ODMHSAS provide the Outpatient Scheduling software required for the Mobile Response Team to schedule outpatient appointments for clients are stabilized in their natural environment?

**A11: The 988 call center vendor will provide an electronic avenue to community-based providers to schedule outpatient appointments. Entities providing mobile crisis response team service who also provide outpatient services approved by ODMHSAS may schedule their own outpatient appointments with individuals they provide mobile crisis response services to.**

Q12: Will there be a statewide technology product offered for ALL Mobile Response Vendors that will allow the following: (Exhibit 2: 1.3.1 – 1.3.4)

- a. Receiving referrals from 988 vendor
- b. Communication back to the 988 vendor regarding updates and disposition of referrals.
- c. Sending & receiving electronic health records
- d. Real time GPS tracking

**A12: Yes.**

Q13: What is the cost of the software approved and required by ODMHSAS or will this be provided to the awarded vendor at no cost?

**A13: Awards made under this solicitation will include the cost of GPS technology connection with the 988 Crisis Call Center. Bidders do not need to include this as a budget expense in the proposal, but ODMHSAS will include the costs in year one of the awards. Ongoing costs are anticipated to be covered by the mobile crisis team vendor but are anticipated to be the monthly cost of a cellular device.**

Q14: Will ODMHSAS provide the criteria for the imminent risk assessment for call priority? (Exhibit 2: 1.2.2)

**A14: ODMHSAS anticipates that bidders will have the clinical expertise and capacity to assess imminent risk to prioritize responses based on the information provided by the 988 call center.**

Q15: RFP indicates ODMHSAS expects MRT vendor to be self-sustaining by the second year. Currently Third Party Payers do not reimburse for Mobile Crisis Response. Only payers at this time are ODMHSAS and Medicaid. Does ODMHSAS have new agreements with Third Party Payers to provide new billing codes for reimbursement to cover mobile crisis response across the state?

**A15: No.**

Q16: What will the MRT vendor be charged for the new software if there is a cost?

**A16: Awards made under this solicitation will include the cost of GPS technology connection with the 988 Crisis Call Center. Bidders do not need to include this as a budget expense in the proposal, but ODMHSAS will include the costs in year one of the awards. Ongoing costs are anticipated to be covered by the mobile crisis team vendor but are anticipated to be the monthly cost of a cellular device.**

Q17: The MRT will be required to attend mandatory state training. What is the cost of training?

**A17: The training provided by ODMHSAS will have no registration costs and will be a combination of virtual and in-person regional training opportunities.**

Q18: Exhibit 2 - 1.1.3 Only allows for individuals responses from one staff when responding to a controlled environment involving other mental health or medical professionals, ex. Responding to a hospital setting.

- 1) Will this mobile response team be providing assessments in hospital settings or nursing homes where individuals are currently in the care of Doctors or other Licensed Mental Health Providers? Will the mobile response team be reimbursed by that facility for this assessment?
- 2) Will PACT still be responsible for responding to their own clients 24/7 or will this mobile crisis team be responsible if it comes in through 988?

**A18: ODMHSAS does not anticipate the regular need for mobile crisis response teams to respond in hospital settings. Medical settings will continue to provide assessment services but may continue to request support on occasion. ODMHSAS does not anticipate negotiating costs or payment arrangements between mobile crisis response team providers and other service professionals. PACT programs, as well as other programs and services with 24/7 expectations, shall continue to provide 24/7 access to care and shall not utilize connection to 988 to meet these expectations.**

Q19. Exhibit 2 - 1.7.7. If the immediate need is resolved, the mobile crisis team will provide an outpatient appointment for the following business day with an ODMHSAS approved provider. Within 24 hours, the Contractor shall have an OMHSAS certified peer recovery support specialist provide follow-up services as described in this proposal.

- 1) What if the individual desires to go to private provider that is not approved by ODMHSAS? How will this be obtained by the crisis team and documented?

**A19: Individuals engaged in services with mobile crisis response teams will have choice in where to receive ongoing outpatient services. ODMHSAS will provide guidance on data collection and documentation to entities awarded under the solicitation.**

Q20: Referencing Exhibit 1:

(i) Bidder will describe its ability to track acuity and disposition of responses. Can you further clarify what you mean by acuity?

(u) If the bidder is a current Oklahoma Youth Mobile Crisis Response System (OK YCMRS) contractor, the bidder will describe how the proposed services compliment and do not duplicate services provided under that contract.

**A.20. Acuity references the intensity and severity of symptoms an individual is experiencing. Current ODMHSAS Youth Mobile Crisis Response System contractors include Central Oklahoma Community Mental Health Center, Creoks Behavioral Health Services, Family and Children's Services, Grand Lake Mental Health Center, Green Country Behavioral Health, Jim Taliaferro Community Mental Health Center, Lighthouse Health and Wellness, Multi-County Counseling, Red Rock Behavioral Health, Northcare, SequelCare, and Western Plains Youth and Family Services.**

Q21: Bidder Instructions page 5:

Paragraph C, section i., subsection a):

“Bidder shall confirm it will not concurrently operate a crisis call center that may dispatch mobile crisis response teams, such as a National Suicide Prevention Line (NSPL) or ODMHSAS contracted 988 call center.”

**Question:** Is the operation of a National Suicide Prevention Line call center specific to the state of Oklahoma? Could a vender provide such services outside of Oklahoma and still be eligible to bid on this solicitation for mobile crisis response team services?

A21: **See Top of Page.**

Q22: Bidder Instructions page 6:

Paragraph D, section i.:

“Bidder will provide a detailed budget with narrative explanations for phase-in, first full year of operations, and subsequent years, clearly distinguishing between anticipated Medicaid and third-party revenue and cost to ODMHSAS. Funding will include costs not reimbursable through Medicaid and third-party revenue/insurance which is expected to be the primary or sole funding source after the first full year of operation. Priority consideration may be provided to bidders who only require one-time funds in year one and will sustain services without continued ODMHSAS funding beginning in year two.”

**Question:** Would the state be able to share the fee schedules for Medicaid reimbursement for mobile outreach services?

A22: Medicaid provider rates may be found here: [Fee Schedule \(oklahoma.gov\)](#)

b. All other terms and conditions remain unchanged.

\_\_\_\_\_  
Supplier Company Name (**PRINT**)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Representative Name (**PRINT**)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Authorized Representative Signature