

EXHIBIT 1

Solicitation No. 4520000461

ODMHSAS

A. Intent of Specifications

The intent of this bid solicitation is for the development and operation of mobile crisis response teams that provide twenty-four (24) hours, 7 days per week, live, face-to-face assessment and de-escalation in the community.

To be considered, interested Bidders shall include the following in its bid response:

- a) Bidder will provide Name of firm, address, contact person, contact email, any satellite locations, and contact phone number(s);
- b) Bidder will provide a detailed description of the location/region Bidder is proposing to serve through this Solicitation. Responses may be any combination of county, region, or statewide.
- c) Bidder shall provide the number of 24/7 mobile crisis team units Bidder is proposing. (Note: A single mobile crisis team unit will include multiple staff shifts. For this response, please include number of units, ex. vehicles on a response at any given time.)

Bidder shall provide additional Project Specific Details to include:

- a) Bidder shall describe the processes used to determine and monitor staff competency, clinical supervision, and support for staff as they manage challenging mobile crisis responses.
- b) Bidder will describe its plans for on-call staff and medical staff availability.
- c) Bidder will describe its capacity and plans to manage services with non-English speaking individuals, minimally meeting National CLAS standards, including any limitations to addressing the needs of any special populations.
- d) Bidder will describe its prioritization process including the required ability to prioritize multiple and simultaneous requests.

- e) Bidder will describe its procedures for forecasting need and address the need to increase staff capacity should there be a sudden increase in calls, including contingency plans for back-up and disaster/service disruption and recovery.
- f) Bidder will provide a list of the validated assessment instruments and protocols to be used, including suicide risk screening/assessment through the Columbia suicide severity ratings scale or another empirically validated instrument, description of circumstances to be used, and in what part of the process.
- g) Bidder will describe de-escalation and crisis management techniques that will be used.
- h) Bidder will describe its service coordination and referral plans to ensure continuity of care and support for care transitions.
- i) Bidder will describe its capacity to track acuity and disposition of responses.
- j) Bidder will describe its quality management and improvement plans that support high-quality operations, outcomes, and data reporting activities, including annual evaluations and revisions as well as identification of and responding to significant events, risks, emergency procedures, critical incidents, and grievances.
- k) Bidder will describe its ability to report and share necessary data with ODMHSAS to support Oklahoma's crisis evaluation activities.
- l) Bidder will provide a description of vehicle fleet that will be necessary to provide the proposed mobile crisis services, vehicle insurance that will be used, attest that all mobile crisis drivers will have a current Oklahoma Driver's license, whether the vehicles will have visible mobile crisis signage or not, and reason for the decision.
- m) Bidder will provide a description of transportation services that will be available, including a description of the interior safety features of the vehicle, in-vehicle staffing requirements for transportation, and transportation policies.
- n) Bidder will provide a description of how, if any, telehealth will be used. Telehealth shall not be the primary modality of clinical engagement and de-escalation. An on-site, in-person response (not telehealth) is required of all mobile crisis dispatch requests through an ODMHSAS designated call center or law enforcement.
- o) Bidder may provide any presentation material describing services not accounted for otherwise in its proposal.
- p) Bidder will submit any established safety protocols or policies for staff providing community-based services.
- q) Bidder will describe how individuals with mobility limitations, such as those in a wheelchair will be served.
- r) Bidder may describe the specific features that may distinguish the Bidder from other companies in the field and state how the Bidder evaluated the effectiveness of its services.

- s) Bidder shall provide the number of days needed from date of award to delivery of services.
- t) Bidder will provide an attestation confirming agreement to timely implement technology components such as real-time GPS tracking, real-time data sharing, and immediate call disposition information in collaboration with any call center(s) designated by the ODMHSAS as part of the Oklahoma crisis continuum of care.
- 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.