



City of Tacoma, WA

CITY MANAGERS OFFICE

REQUEST FOR INFORMATION

**MENTAL AND BEHAVIORAL HEALTH
CRISIS RESPONSE TEAM**

SPECIFICATION NO. CM22-0171F



**City of Tacoma
City Manager's Office**

**REQUEST FOR INFORMATION CM22-0171F
Mental and Behavioral Health Crisis Response Team**

Submittal Deadline: 11:00 a.m., Pacific Time, Tuesday, May 31st, 2022

Submittals must be received by the City's Procurement and Payables Division prior to 11:00 a.m. Pacific Time. For electronic submittals, the City of Tacoma will designate the time of receipt recorded by our email, bids@cityoftacoma.org, as the official time of receipt. This clock will be used as the official time of receipt of all parts of electronic bid submittals.

Submittal Delivery: Sealed submittals will be received as follows:

By Email:

bids@cityoftacoma.org

Maximum file size: 35 MB. Multiple emails may be sent for each submittal.

Bid Opening: Held virtually each Tuesday at 11AM. Attend [via this link](#) or call 1 (253) 215 8782. Submittals in response to a RFI will be recorded as received. As soon as possible, after 1:00 PM, on the day of submittal deadline, preliminary results will be posted to www.TacomaPurchasing.org.

Solicitation Documents: An electronic copy of the complete solicitation documents may be viewed and obtained by accessing the City of Tacoma Purchasing website at www.TacomaPurchasing.org.

- [Register for the Bid Holders List](#) to receive notices of addenda, questions and answers and related updates.
- Click here to see a [list of vendors registered for this solicitation](#).

Pre-Proposal Meeting: A pre-proposal meeting Choose one

Project Scope: The City of Tacoma is gathering information that pertains to mental and behavioral health response and what resources are available

Estimate: N/A

Paid Sick Leave: The City of Tacoma requires all employers to provide paid sick leave as set forth in Title 18 of the Tacoma Municipal Code. For more information, visit [our Minimum Employment Standards Paid Sick Leave webpage](#).

Americans with Disabilities Act (ADA Information: The City of Tacoma, in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. Specification materials can be made available in an alternate format by emailing Gail Himes at ghimes@cityoftacoma.org, or by calling her collect at 253-591-5785.

Title VI Information:

"The City of Tacoma" in accordance with provisions of Title VI of the Civil Rights Act of 1964, (78 Stat. 252, 42 U.S.C. sections 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin in consideration of award.

Additional Information: Requests for information regarding the specifications may be obtained by contacting Ryan Foster, Senior Buyer by email to rFoster1@cityoftacoma.org

Protest Policy: City of Tacoma [protest policy](#), located at www.tacomapurchasing.org, specifies procedures for protests submitted prior to and after submittal deadline.



Meeting sites are accessible to persons with disabilities. Reasonable accommodations for persons with disabilities can be arranged with 48 hours advance notice by calling 253-502-8468.

Request for Information

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SUBMITTAL CHECK LIST

This checklist identifies items to be included with your submittal. Any submittal received without these required items may be deemed non-responsive. Submittals must be received by the City of Tacoma Purchasing Division by the date and time specified in the Request for Information page.

The following items make up your submittal package:	
Letter of Interest	
Literature to include technical specifications, safety data information, warranty, brochures, and/or standard price lists (Example: Catalog, MSRP, NO QUOTES).	
Technical specification sheets	
<i>Any other additional information relevant to this RFI</i>	

1. INTRODUCTION

The City of Tacoma (City), in response to the Alternate Response Study, and as a part of ongoing anti-racist transformation efforts, is researching options for a Mental and Behavioral Health Crisis Response Team as an alternative to police as primary responders, and to identify providers that may be able to meet the intent of the study recommendations.

2. PURPOSE

The City is issuing this Request for Information (RFI) to determine the capabilities and interest of service providers to deliver mental and behavioral health crisis, and homelessness crisis resources in response to calls for service. These resources would complement those already existing throughout the City. Examples of similar models elsewhere in the country include Denver STAR, and Eugene Oregon's CAHOOTS.

It is envisioned that the CRT will:

- A. Fulfill the role of Primary Responder regarding individuals experiencing Mental and Behavioral Health Crisis, AND/OR homelessness
 - a. Respond to calls for service without initial police and/or fire department co-response, provided there is no threat of violence and/or harm
- B. Fulfill the following service roles:
 - a. A crisis intervention worker or clinician that is trained to respond to mental health crisis events.
 - b. A civilian responder that triages the handling of the call and handles procedural issues such as resolving trespassing situations (i.e., largely the function of a civilian community services officer/CSO role).
 - c. An EMT-trained responder (or equivalent) that can provide basic medical care and administer naloxone (Narcan) in emergency situations.
- C. Capability to integrate and coordinate with regional 911 dispatch and emergency services
- D. Provide case management and supportive resources to enable care continuation and facilitate transitions to treatment facilities and medical providers.
 - a. Provide data and metrics to support ongoing transparency and accountability
- E. Allocate sufficient staffing and resources to provide 24/7 services and coverage

Additional information to inform responses may be found here (copy/paste URL into browser):

https://cityoftacoma.org/UserFiles/Servers/Server_6/File/cms/CMO/Transformation%20Updates/Tacoma%20Alternative%20Response%20Report%205-21.pdf

CALENDAR OF EVENTS

This is a tentative schedule only and may be altered at the sole discretion of the City.

The anticipated schedule of events concerning this RFI is as follows:

Question Deadline:	5/13/2022
Questions and Answers Posted:	5/18/2022
Submittal Due Date:	5/31/2022

3. INQUIRIES

Please submit questions concerning this solicitation to Ryan Foster, Senior Buyer, via email to rfoster1@cityoftacoma.org.

- 3.1** Questions marked confidential will not be answered or included.
- 3.2** The City reserves the discretion to group similar questions to provide a single answer or not to respond when the requested information is confidential.
- 3.3** The answers are not typically considered an addendum.
- 3.4** The City will not be responsible for unsuccessful submittal of questions.
- 3.5** Written answers to questions will be posted in the event approximately one week after the question deadline.

4. DISCLAIMER

Please note that this Request for Information is not a Request for Bids (RFB) or a Request for Proposals (RFP), and there is no guarantee that either a RFB or RFP will be issued. A Respondent's decision to respond, or not to respond, to this RFI will NOT be a factor in evaluating any later RFB or RFP.

While the intent of this RFI is to help identify vendors who meet various requirements for a competitive solicitation, there is no guarantee that any specific information presented by any Respondent will ultimately be included in any future solicitation issued by the City.

Each Respondent shall bear all expenses incurred by the preparation and presentation of its RFI response. The City will therefore reject any claim made against them in this matter, regardless of the results of the subsequent processes, if any.

5. MINIMUM REQUIREMENTS

All requirements are subject to change.

Technical Requirements

- A. Integration with South Sound 911 software and technical systems
- B. Integration with TPD and Fire department software and technical systems
- C. Integration with EPIC and other related medical software and technical systems

Legal Requirements

- A. Compliance with all applicable state and local laws regarding mental health and crisis response. This may include but is not limited to the following:
 - a. WAC 246-341-0900
 - b. RCW 71.24.037
 - c. RCW 71.05
- B. Service providers and practitioners must be appropriately licensed, certified and/or trained in their area of practice.
- C. Adherence to established reporting and KPI requirements as defined by the Health Care Authority (HCA)

6. CONTENT TO BE SUBMITTED

6.1 Products and Services Provided

- A. Describe the products and services provided by your firm with respect to the subject areas listed in Section 2 (above). Please reference the corresponding section number, as appropriate.
- B. If reference is made to supporting literature or documentation included with your submittal, direct the reader using specific reference to the document that address the topic, including document name, section and page number.
- C. Provide a detailed description of programs implemented at other cities. Specifically identify which cities. If available, provide contact information for staff who may discuss the elements of this RFI.
- D. Provide a detailed description of vendor experience accommodating various types of reporting activities.
- E. Provide information about assistance in implementation of the product.

6.2 Pricing Information

Please provide as much general information as possible about your firm's pricing and fee structure.

7. INSURANCE

During the course and performance of the testing and demo phase (if applicable), Supplier will provide proof and maintain the insurance coverage in the amounts and in the manner specified in the City of Tacoma Insurance Requirements document applicable to the services, products, and deliverables provided under the RFI. The City of Tacoma Insurance Requirements document, if issued, is fully incorporated into the RFI by reference.

8. ENVIRONMENTALLY PREFERABLE PROCUREMENT

In accordance with the City of Tacoma's [Sustainable Procurement Policy](#), it is the policy of the City of Tacoma to encourage the use of products or services that help to minimize the environmental and human health impacts of City Operations. Respondents are encouraged to incorporate environmentally preferable products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, products, manufacturing, packaging, distribution reuse, operation, maintenance or disposal of the product or service.

The City of Tacoma encourages the use of sustainability practices and desires any awarded contractor(s) to assist in efforts to address such factors when feasible for:

- Reduction of pollutant releases
- Toxicity of materials used
- Waste generation
- Greenhouse gas emissions, including transportation of materials and services
- Recycle content
- Comprehensive energy conservation measures
- Waste management reduction plans
- Potential impact on human health and the environment

9. EQUITY IN CONTRACTING

The City of Tacoma is committed to encouraging firms certified through the [Washington State Office of Minority and Women's Business Enterprise](#) to participate in City contracting opportunities. See the **TMC 1.07 Equity in Contracting Policy** at the City's [Equity in Contracting Program website](#).

10. PROPRIETARY OR CONFIDENTIAL INFORMATION

The Washington State Public Disclosure Act ([RCW 42.56 et seq.](#)) requires public agencies in Washington make public records available for inspection and copying unless they fall within the specified exemptions contained in the Act, or are otherwise privileged. Documents submitted

under this RFI shall be considered public records and, with limited exceptions, will be made available for inspection and copying by the public.

Information that is confidential or proprietary must be clearly marked. Further, an index must be provided indicating the affected page number(s) and location(s) of all such identified material. Information not included in said index will not be reviewed for confidentiality or as proprietary before release.

11. ADDENDUMS

In the event it becomes necessary to revise any part of this RFI, an addendum will be posted alongside these specifications at tacomapurchasing.org.