



PROCUREMENT AND SUPPLY
COMMONWEALTH HEALTHCARE CORPORATION
REQUEST FOR PROPOSAL (RFP)

RFP22-CHCC/CGC-NASMHPD/TTI 988-009

SUBMISSION DEADLINE: FEBRUARY 4, 2022 TIME: 10:00AM (CHST)

“PROFESSIONAL SERVICES”

INTERESTED PARTIES CAN DOWNLOAD THIS REQUEST FOR PROPOSAL FROM THE CHCC WEBSITE [WWW.CHCC.GOV.MP]. ONCE AT THE SITE, NAVIGATE TO **REQUEST FOR PROPOSALS** TAB ON THE LEFT NAVIGATION BAR. CLICK ON THE URL FOR THIS RFP. YOU WILL BE REQUIRED TO ENTER DATA TO ALLOW US TO TRACK ALL REQUESTS FOR THIS OPPORTUNITY.

THE CHCC RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSAL AND TO WAIVE ANY IMPERFECTIONS IN ANY PROPOSAL, IF TO DO SO SHALL BE IN THE INTEREST OF THE CHCC. ALL PROPOSALS SHALL BECOME THE EXCLUSIVE PROPERTY OF THE COMMONWEALTH HEALTHCARE CORPORATION.

/S/ ESTHER L. MUNA
CHCC CHIEF EXECUTIVE OFFICER

/S/ CORA P. ADA
DIRECTOR OF PROCUREMENT & SUPPLY



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1 Lower Navy Hill Road Navy Hill, Saipan, MP 96950



REQUEST FOR PROPOSAL (RFP)

COMMUNITY GUIDANCE CENTER NATIONAL ASSOCIATION OF STATE MENTAL HEALTH PROGRAM DIRECTORS (NASMHPD)- TRANSFORMATION TRANSFER INITIATIVE -988

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I. BACKGROUND INFORMATION

The Commonwealth Healthcare Corporation (CHCC), located in the Commonwealth of the Northern Mariana Islands, is soliciting proposals from qualified professional organizations or individuals that are interested in developing Standard Operating Procedure manual, forms, and templates in preparation of the implementation of the 988 initiative and the Crisis Response Care.

This RFP package contains the necessary information and guidelines for interested service providers to develop and submit proposals.

II. NATURE OF WORK

During the period of the agreement, the prospective service provider is expected to work under the direction of CHCC Transformation Transfer Initiative Project Coordinator and Community Guidance Center Director. The prospective service provider is expected to deliver the services in an efficient, trustworthy, and professional manner.

The prospective service provider must have experience to qualify for the award of the contract and be able to show proof of adequate and/or sufficient manpower, equipment, and financial resources to complete the scope of work as specified in Section IV of this RFP.

The prospective service provider must adhere to the basic requirements listed below:

- A. Have experience developing a Standard Operating Procedure for the 988 initiative and Crisis Response Care;
- B. Have experience in development of office forms and templates;
- C. Demonstrate knowledge and at least five (5) years of experience in service-delivery development and implementation in the mental or behavioral health areas;
- D. Have experience providing training and technical assistance for the 988 initiatives and Crisis Response Care.;



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- E. Must be detail-oriented and demonstrate strong analytical skills;
- F. Must demonstrate excellent writing and oral communication skills;
- G. Must have good time management skills and be able to complete activities by established timelines;
- H. Provide evidence of credibility of professional work relevant to the development of the Crisis Hot Line and Crisis Response Teams as part of the 988 initiative;
- I. Have no adverse or ongoing legal actions regarding the alleged or proven negative performance of their services, be neither suspended or barred from contracting with the federal government, and shall not be in a probation status with other federal grant programs;
- J. Comply with all applicable Privacy Act requirements and individual confidentiality provisions;

III. LOCATION OF WORK

Service Location: **Saipan, Northern Mariana Islands**

IV. DETAILED SCOPE OF WORK

Purpose of Project:

The Commonwealth Healthcare Corporation: Community Guidance Center received funding from the Substance Abuse and Mental Health Services Administration through the National Association of State Mental Health Program Directors to implement the 988 initiative and to develop and formalize Crisis Response Care services.

In August 2019, FCC staff—in consultation with the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration, the Department of Veteran Affairs, and the North American Numbering Council—released a report recommending the use of 988 as the 3-digit code for the National Suicide Prevention Lifeline. In July 2020, the FCC adopted rules designating this new phone number for Americans in crisis to connect with



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suicide prevention and mental health crisis counselors. The transition, which will take place over the next two years, will result in phone service providers directing all 988 calls to the existing National Suicide Prevention Lifeline by July 16, 2022.

Topline Takeaways on 988:

- Suicide prevention is a critical need. Since 2008, suicide has ranked as the tenth leading cause of death in the United States. Suicide claimed the lives of more than 48,000 Americans in 2018, resulting in about one death every 11 minutes.
- Americans who need help today can find it by calling the National Suicide Prevention Lifeline. The National Suicide Prevention Lifeline can be reached by calling 1-800-273- 8255 (1-800-273-TALK) and through online chats. Veterans and Service members may reach the Veterans Crisis Line by pressing 1 after dialing, as well as by chatting online at www.veteranscrisisline.net or texting 838255.
- The National Suicide Prevention Lifeline is a national network of approximately 170 local- and state-funded crisis centers. The Department of Health and Human Services' Substance Abuse and Mental Health Services Administration administers the National Suicide Prevention Lifeline, in partnership with the Department of Veterans Affairs, which manages the Veterans Crisis Line.
- Under the new rules, calls to 988 will be directed to 1-800-273-TALK, which will remain operational during and after the 988 transition.
- The requirement to transition to 988 as the National Suicide Prevention Hotline will take effect on July 16, 2022. The transition time gives phone companies time to make necessary network changes. It additionally provides time for the National Suicide Prevention Lifeline to prepare for a likely increase in the volume of calls following the switch.
- The adoption of the new rules reflects a commitment to delivering Americans necessary intervention services. Switching to an easy-to-remember 988 as the '911' for suicide prevention and mental health crisis services will make it easier for Americans in crisis to access the help they need and decrease the stigma surrounding suicide and mental health issues. FCC staff first proposed 988 as a three-digit, nationwide number in a report submitted to Congress in 2019. To learn more, visit <https://www.fcc.gov/suicide-prevention-hotline>



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Project Period:

Upon the issuance of a Notice to Proceed (NTP), services may begin immediately and deliverables completed by April 15, 2022.

Deliverables:

Activity 1: Develop a Standard Operating Procedure Manual for the 988 Initiative			
Task(s)	Task Description	Deliverable(s)	Timeline
a. Conduct an assessment of existing resources relative to the 988 initiative	Assess multiple source areas, i.e., agencies, existing national policies, and regional best practices. Submit a draft summary report to be discussed with the Project Coordinator, CGC Director, and Contractor.	Summary Report	February 28, 2022
b. Develop a standard operating procedure manual, forms, templates, and other detailed deliverables	Submit a draft SOP, inclusive of forms, templates, and other detailed deliverables of the required and/or recommended staffing and infrastructure based on national standards, the Substance Abuse	Finalized SOP, templates, forms, etc.,	April 10, 2022



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	and Mental Health Services Administration (SAMHSA), etc., Discuss and work collaboratively with the Project Director and CGC Director to finalize products.		
Activity 2: Develop a Standard Operating Procedure Manual for Crisis Response Care			
<i>Task(s)</i>	<i>Task Description</i>	<i>Deliverable(s)</i>	<i>Timeline</i>
a. Conduct an assessment of existing crisis response services provided in the CNMI	Assess multiple source areas within the CNMI, i.e., government agencies, non-profit and community organizations. Submit a draft summary report to be discussed collaboratively with the Project Coordinator, CGC Director, and Contractor.	Summary Report	February 28, 2022
b. Develop a Standard Operating Procedure manual,	Submit a draft SOP manual to implement Crisis Response Care,	Finalized SOP, templates, forms, etc.	April 10, 2022



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forms, templates, and other detailed deliverables	<p>inclusive of both the local crisis hotline and the Crisis Intervention Teams. The manual will include all necessary forms, templates, and references to existing CHCC or CNMI policies; detailed criteria for all involved with Crisis Response Care to include skills, training, background, etc. for participating workforce, stakeholder, and peer participation; and levels of care that determine appropriate response, care, and service.</p> <p>Discuss and work collaboratively with the Project Director and CGC Director to finalize products.</p>		
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The components utilized or produced from the assessment will remain the sole property of CHCC. CHCC reserves the right to publish or utilize the written report or any other component of the assessment for the benefit of the corporation's programs and services. The service provider may not utilize any components of the assessment process and results without the written approval of the CHCC Chief Executive Officer.

V. INFORMATION AND FORMAT REQUIRED IN THE PROPOSAL

All proposals must be submitted to Medical Supply Office and must include all items listed below. Incomplete proposals may not be considered.

1. Brief history and description of the company (including the date the company was founded and date of operation)
2. Statement of company's capabilities and experience
3. Overall service plan and approach to project, including estimated timeline for completion, and itemized furnishing costs
4. Proposed fee for the scope of work (refer to Section IV)
5. List of a minimum of three (3) references (arrange references from most recent projects)
6. The name of the authorized personnel to negotiate the proposal and contract (should also be the contact personnel).
7. Copy of current business license valid in the CNMI, 50 United States, or other US territories
8. Proof of professional liability insurance of at least \$100,000.00
9. Other information that may be helpful to the evaluation team

CHCC reserves the right to request for additional information or documents that it may consider necessary and relevant to assist it in evaluating a proposal.



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VI. GENERAL AND ADMINISTRATIVE INFORMATION

a. Posting of Proposal

Interested parties can download this *Request for Proposal (RFP)/ Invitation to Bid (ITB)* from the CHCC website [www.chcc.gov.mp]. Once at the site, navigate to **Request for Proposals** tab on the left navigation bar/ Click on the URL for this RFP (**RFP22-CHCC/CGC-NASMHPD-TTI 988-009**). You will be required to enter data to allow us to track all requests for this opportunity.

b. General Provision

Until the selection process is completed, the content of this proposal will be held in strictest confidence and no details of any proposal will be discussed outside the Evaluation Team created by the Corporation. This RFP does not constitute an offer and does not obligate the Corporation in any way. The Corporation reserves the right to reject any or all proposals for any reason and waive any defect in said proposals, negotiate with any qualified offers, or cancel in part or its entirety of this RFP, if it is in the best interest of the Corporation.

CHCC will enter a contract(s) with the successful service vendor(s) pursuant to the terms of the standard government independent contract. Additional terms and conditions will be attached as exhibits to the standard independent contract.

c. Place, Date, and Time of Submission

Please email your proposal and all supporting documents to Corazon P. Ada, Director of Procurement and Supply, CHCC Division of Procurement and Supply, at chcc.procurement@gmail.com no later than: **10:00AM Chamorro Standard Time (CHST) on February 4th, 2022.**

Proposers may opt to submit out (4) hard copies in addition to the original proposal (5 in total) to the CHCC Division of Procurement and Supply, Lower Base, Saipan.



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Please note submission instructions:

- All submissions must include RFP# and Project title in the email subject.
- All documents must be submitted in Adobe PDF format.
- All pages of your proposal must include the RFP# and Project title in the header, plus page numbers in the footer.

Failure to follow these instructions will be considered unresponsive and your proposal will not be included for technical evaluation.

d. Cost of Preparation

All costs incurred by the vendor in preparing a response to this RFP and subsequent inquiries shall be borne by the vendor. All proposals and accompanying documentation will become property of CHCC and will not be returned. The Commonwealth Healthcare Corporation reserves the right to reject any or all bids for any reason and to waive any defects said in bid, if in its sole opinion, to do so would be in the best interest of CHCC.

e. Questions, clarifications, or inquiries

Any questions or requests for clarification must be made in writing through email.

All emails **MUST** contain the RFP# and Project title in the email subject.

Submit questions to:

➤ **Ana Ada**
Project Coordinator
Email: ana.ada@chcc.health

Or

➤ **Cora Ada**
Director, CHCC Division of Procurement and Medical Supply Office
Email: cora.ada@chcc.health



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VII. EVALUATION CRITERIA

a. Technical Criteria

Award will be made to the proposer whose proposal is most advantageous to the Corporation considering the evaluation factors set forth below.

1. Experience in similar or related projects (15%) [refer to items in Section II A through L]
2. Demonstrate understanding and ability to meet requirements under the nature of work (15%)
3. Approach to the project
 - Proposal clearly indicates a thorough plan to complete all required activities and tasks under the scope of work (Activity 1: 15%, Activity 2: 15%, Activity 3: 15%, and Activity 4: 15%)
 - Proposal demonstrates plan and ability to complete all required activities and tasks under the scope of work in a timely manner (10%)

b. Cost Criteria

Price is also a factor for consideration and price will be evaluated in comparison with the overall merit of the proposals. Technical merit is more important than price and the Corporation reserves the right to award the contract other than the lowest priced proposal. As proposals become more equal in technical merit, the importance of price will increase.



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VIII. SUCCESSFUL VENDOR NOTIFICATION PROCESS

Upon selection, the successful vendor(s) will be advised to negotiate the contract with CHCC. Should the negotiations fail to result in an agreement, CHCC reserves the right to cancel the negotiation and select the next recommended vendor, which in CHCC's opinion, is the most qualified proposer. If the contract is not agreed to with any of the vendors, the RFP will be cancelled and re-advertised.

Approved By: for Esther L. Muna Date: 1/19/22
Esther L. Muna
Chief Executive Officer

Approved By: Cora P. Ada Date: 1/19/22
Cora P. Ada
Director of Procurement & Supply