

**New Hampshire Department of Health and Human Services
New Hampshire Hospital**

REQUEST FOR PROPOSALS

**EMERGENCY RESPONSE SYSTEM FOR TRANSITIONAL HOUSING SERVICES
JULY 1, 2010 - JUNE 30, 2012**

I. PURPOSE OF THE REQUEST FOR PROPOSALS

The purpose of this Request for Proposals (RFP) is to solicit responsive, competitive proposals from experienced, responsible, and financially sound organizations for an emergency response system and service for Transitional Housing Services (THS).

A contract will be awarded for the periods of July 1, 2010 through June 30, 2012 with the option, at New Hampshire Hospital discretion, for a two-year renewal.

II. BACKGROUND INFORMATION

About New Hampshire Hospital

New Hampshire Hospital is a fully accredited public, State operated psychiatric facility. Located on a 100-acre campus in Concord, NH, the Hospital has 230 licensed beds serving children, adult and elderly populations. Length of stay varies from a few days to many years depending on severity of illness, legal status, and community capacity to provide continuing care. It is the only freestanding facility in the State serving this population.

About Transitional Housing Services

Transitional Housing Services for the Mentally Ill (THS/MI) serves a target population referred from Acute Psychiatric Services in conjunction with the State's Community Mental Health Centers. THS/MI is designed to serve individuals who have both a severe and persistent mental illness, may have a history of inconsistent community tenure and current history of violent and/or high profile behavior. The program treats both mental illness and high profile behavior with an intensive monitoring system in addition to the standard services available to the other consumers of mental health services. This monitoring system is intended to provide safety for all employees working in the residences, day treatment site and administrative offices. The THS program is staffed 24 hours a day, 7 days a week. The program operates out of eight group residences known as The Cottage, Yellow House, Brick House, Gray House, Pond Place East, Pond Place West, Liberty House, and Bayberry House. These houses are located adjacent to residential neighborhoods in the City of Concord. Administrative Offices and Restorative Partial Hospitalization are located at the Howard Recreation Center on the Hospital Campus. The total capacity of THS/MI is 49 residents.

III. DESCRIPTION OF SERVICES

It is expected that the successful bidder will address and perform the following task elements under the contract:

1. Programmable pendant that is selective to a single site and programmable to be generic to all sites;
2. Low maintenance transmitters and transceivers;
3. Battery backup capacity for transceivers in the event of power failure;
4. System must have ability to be tested by NHH staff for periodic drills;
5. System must have ability to be tested by NHH staff and the vendor for periodic equipment check;
6. Lifetime warranty/replacement of equipment;
7. Vendor must be willing and able to participate in quality assurance meetings;
8. Vendor must provide technical assistance on site and by telephone;
9. Capability to expand and/or reduce the number of transceivers;
10. Capability to expand the number of transmitters for each site;
11. Response time from activation to notification of New Hampshire Hospital security must be 90 seconds or less; and
12. Vendor must provide on-site installation to assure proper operation.

IV. ELIGIBILITY

Proposals may be submitted by any established non-profit corporation, public organization, or by private proprietorships, partnerships, or corporations; or by a consortium of public, non-profit, and private entities.

V. PROCUREMENT TIMETABLE

April 12, 2010	RFP packages are available to agencies by request and on DHHS website http://www.dhhs.nh.gov/DHHS/OBO/LIBRARY/RFP/default.htm
April 23, 2010	Proposals due to New Hampshire Hospital by 3:30 PM
April 28, 2010	Contractor selected and decision announced.
April 30, 2010	Contract documents sent by New Hampshire Hospital to organization for signature.
July 1, 2010	Effective date of contracts, pending Governor and Council approval.

VI. PROPOSAL INSTRUCTIONS

A. Required Materials:

The following required materials should be submitted to New Hampshire Hospital in order for a proposal to be complete:

1. Original application, plus two (2) copies;
2. Cover Page;
3. Name, title, and phone number of the contact person;
4. A response to each service/feature requested in this RFP;
5. Description of your experience in the installation of systems similar to that requested in this RFP;
6. Description of your experience with health care organizations;
7. Description of the support available to New Hampshire Hospital; and
8. List of at least three clients for whom you have provided services similar to those described in the RFP.

B. Proposal Timeline:

The original, typewritten application, plus 2 copies must be received (not postmarked) by the date stated in the procurement timetable. No extensions will be granted. Fax copies will not be accepted. New Hampshire Hospital will in no way be responsible for delay in delivery caused by the United States Mail Service or other couriers or caused by any other occurrence.

Address proposals to: Sheila M. Gagnon, Business Administrator
New Hampshire Hospital
36 Clinton Street
Concord, NH 03301-3861

C. Proposal Review and Evaluation Criteria:

New Hampshire Hospital will conduct an objective review of applications received in response to this RFP process. The evaluation will be based on the demonstrated capabilities of the prospective contractor in relation to the needs of this project as set forth in this RFP. The merits of each application will be evaluated individually, according to the objective scoring criteria described below. New Hampshire Hospital reserves the right to accept or reject any application, and to waive any minor irregularities in the applications.

The cost of the proposal will not be the sole determinate factor for selection. Completeness and thoroughness of the proposal will be given appropriate weight, as determined by New Hampshire Hospital.

- 1) Success in similar installations (20 points)
- 2) Experience within healthcare environments (15 points)
- 3) References (30 points)

- 4) Competitive cost structure (25 points)
- 5) Compliance with the RFP requirements (10 points)

VII. PROCEDURES FOR GRANT SELECTION AND NOTIFICATION

Notice of Selection Procedures

A letter of selection or non-selection notification will be sent to all applicant organizations by the date stated in the procurement timetable. The scope of services and budget for the proposed contract may be negotiated based upon the merit of the application as evaluated by the review panel, availability of funding, and conditions of the award. Failure of a selected applicant to satisfactorily negotiate within a reasonable time may result in the applicant forfeiting its award.

New Hampshire Hospital expects that each applicant will put forth a definitive cost proposal. New Hampshire Hospital, however, reserves the right to later seek a “BEST AND FINAL OFFER” from applicants submitting acceptable and/or potentially acceptable proposals. The “BEST AND FINAL OFFER” would provide the applicant the opportunity to amend their original proposal to better meet the objectives of the RFP. New Hampshire Hospital reserves the right whether or not to exercise this option.

Recommendation for Non-Selected Proposals

After the issuance of award letters, any applicant may request an opportunity to:

- a) Discuss with New Hampshire Hospital administrative staff the reasons for not being selected, and
- b) Receive recommendations that may make future proposals more effective.

Such requests shall be submitted in writing by May 30, 2010 to:

Sheila M. Gagnon, Business Administrator
New Hampshire Hospital
36 Clinton Street
Concord, NH 03301-3861

Such requests are not considered appeals. Selections are final. Once an applicant has submitted a letter, New Hampshire Hospital will attempt to accommodate such requests within a reasonable time.

Please direct questions about the proposal process to Sheila M. Gagnon, at (603) 271-5847 phone, (603) 271-5845 fax, or e- <mailto:smgagnon@dhhs.state.nh.us>

VIII. DOCUMENTS FOR CONTRACT APPROVAL

Upon selection, the selected organization will be required to submit the following documents for contract approval:

- Signed and notarized General Provisions (P-37) (form provided by New Hampshire Hospital);
- Signed and notarized Certificate of Vote (form provided by New Hampshire Hospital);
- Certificate of Good Standing;
- Proof of comprehensive general liability insurance; and
- Signed copies of additional assurances (Exhibits D, E, F, G, and H) (provided by New Hampshire Hospital).

Successful contract document completion will result in a contract becoming effective on July 1, 2010, or upon approval by the Governor and Executive Council of the State of New Hampshire, whichever is later. No services occurring before the effective date are reimbursable under the contract.

IX. ADDITIONAL INFORMATION

Amendments

New Hampshire Hospital has the option of amending contracts throughout the funding cycle based on program performance, fiscal expenditure, and other contract requirements. All amendments require approval by the Governor and Executive Council of the State of New Hampshire.

Renewals

The contract for July 1, 2010 - June 30, 2012 may be written with the possibility of renewal for two additional years, subject to availability of New Hampshire Hospital funding and priorities.

Cancellation

New Hampshire Hospital may, during the proposal review process, or at any time prior to the selection, cancel this request for proposals or reject all proposals, if New Hampshire Hospital determines that it is in its own best interest or the best interest of the State of New Hampshire to take such action. Notice of cancellation will be made to applicants or potential applicants as appropriate.

Insufficient Response

New Hampshire Hospital may, upon determining that no satisfactory proposals have been received for any particular service, decide to provide this service directly, negotiate with a successful applicant for a related service to include this particular service as part of the service package, or re-bid for this particular service.