



REQUEST FOR PROPOSAL

Quality Improvement Consultation for 988 Video Phone Service

RFP# 2024-0209

RFP Timeline

Issue Date: February 9, 2024
RFP Questions due: February 16, 2024
Due Date: March 1, 2024
Vendor Notification By: TBD



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Introduction and Background

Our Vision

Everyone can achieve emotional wellbeing with dignity and respect.

Our Mission

We work with individuals and families to help them achieve mental and emotional wellbeing. Our groundbreaking solutions deliver high quality services and support, when, where and how they need it. Our education and advocacy work shift policy and public opinion so mental wellbeing becomes a social responsibility and is treated with the importance it deserves. We're advancing access, dignity and respect for all and revolutionizing the system for good.

Organization Background

For over 50 years, Vibrant Emotional Health (formerly The Mental Health Association of New York City, MHA-NYC), has been at the forefront of promoting emotional well-being and expanding access to needed behavioral health services and supports. Vibrant Emotional Health, a 501(c)(3), underwent a complete rebrand a few years ago, allowing us to better articulate and extend the reach of our state-of-the-art technology-enabled services, community wellness programs, and advocacy and education work. Our new name communicates our hope for, and commitment to all who are struggling with mental health and emotional challenges, and for a culture that values and supports emotional wellbeing. As leaders, advocates, educators, and innovators in mental health services, we work every single day to help save lives and assist people in getting quality care and supports.

Purpose of the Request for Proposal

Vibrant Emotional Health seeks proposals for Quality Improvement Consultation for 988 Video Phone Service. These services must be efficient and economical and adhere to industry standards and best practices. The Contract will be awarded to the highest ranked Proposer, as described in the Evaluation Procedures Section below.



Scope of Work

Objective

To enhance the communication experience for deaf and hard-of-hearing users utilizing the 988 Lifeline video phone service through quality improvement and accessibility features. An additional aim is to create an inclusive and user-friendly communication platform that meets the needs of its diverse users, while adhering to high-quality standards and promoting an accessible and respectful environment.

Project Start/End Date

Apr 1, 2024 - Sept 31, 2024

User Feedback and Needs Assessment:

- Conduct a comprehensive needs assessment and gather feedback from the deaf and hard-of-hearing community regarding their experiences with the video phone service.
- Identify pain points and specific requirements to tailor improvements to their needs.

Quality Metrics and Performance Standards:

1. Define clear quality metrics and performance standards for the video phone service, including but not limited to video clarity, connection stability, lag reduction, and interpreting service responsiveness.
 - Current QI requirements:
 - Video Phone Centers must randomly silent monitor at least 1 percent of interactions answered each month utilizing the 988 Lifeline QM form.
 - Each counselor must be silently monitored at least once quarterly.
 - Average monthly QI ratings for counselors should achieve 70% or higher;
 - Provide improvement plans for counselors demonstrating needing to improve their care with visitors;
 - Report on QI performance through 988 Lifeline QM form.
 - Current Quality Assurance and Monitoring Activities
 - Implement a robust quality assurance program to monitor interactions and evaluate interpreter and customer service representative performance.
 - Conduct regular evaluations and feedback sessions to identify areas for improvement.
 - Support centers in creating and enhancing their own Quality Improvement (QI) initiatives.

Training and Professional Development:

- Determine the training and continuous professional development needs for video phone interpreters and customer service representatives to improve their proficiency in ASL and familiarity with specialized terminologies.

Technology and Infrastructure Upgrades:

- Regularly assess and make recommendations of the video phone service's technology and infrastructure, including video quality and network stability, to enhance the communication experience.

User Accessibility Features:

- Make recommendations for additional accessibility features as needed, such as larger video displays, text transcripts, etc. to cater to the diverse needs of users.

User Education and Support:

- Enhance center capabilities in Quality Improvement (QI) by offering comprehensive education and support through video tutorials. These resources will focus on optimizing the video phone service features and resolving common issues effectively.

Cultural Competency and Sensitivity Training:

- Provide recommendations for cultural competency and sensitivity training to promote respectful and effective communication with the deaf and hard-of-hearing community that will be received by all crisis counselors.

Continuous Improvement Cycle:

- Provide guidance on establishing a continuous improvement cycle, including regular reviews of feedback, data analysis, and action plans to address identified issues and drive ongoing enhancements.

Compliance with Accessibility Standards:

2. Evaluate whether the video phone service complies with relevant accessibility standards, such as those set by the Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG).

Performance Reporting and Transparency:

3. Assist and make recommendations for establishing process to provide regular performance reports to stakeholders, including the deaf and hard-of-hearing community, to demonstrate the program's impact and transparency in the improvement process.



Deliverables

1. **988 Deaf and hard of hearing user Feedback and Needs Assessment Report**
 - A comprehensive list of needs for the deaf and hard-of-hearing community, that include identified pain points and tailored improvements for the 988 Video Phone Network based on their needs.
2. **988 Video Phone Quality Metrics and Performance Standards Framework**
 - A list of clearly defined quality metrics for the 988-video phone service. Determine what ASL and GLOSS standards are and use them to inform quality metrics.
3. **Training and Professional Development Plan**
 - A detailed plan to train crisis counselors for how to perform crisis counseling over video phone.
4. **Technology and Infrastructure Recommendations**
 - An assessment and any recommendations needed for 988 Video Phone Centers and their existing technology to improve communication experience.
5. **988 Lifeline Video Phone Quality Improvement and Monitoring Plan**
 - Detailed roadmap for a robust quality improvement program to support centers in creating and enhancing their own Quality Improvement (QI) initiatives.
6. **Regular cadence of meetings with the Vendor for progress updates**
 - Weekly or biweekly meetings between Vibrant QI and vendor to ensure appropriate progress tracking

Vibrant Emotional Health reserves the right to remove from consideration any **Vendor** for any reason. The preferred minimum qualifications of Vendors for consideration are listed below:

1. Specialized Expertise in Deaf and Hard of Hearing Community. For example, they must have staff members who are proficient in American Sign Language (ASL) and can serve as Subject Matter Experts (SME) in sign language or are part of the deaf and hard of hearing community themselves.
2. A strong Quality Improvement (QI) philosophy of ongoing assessment and adaptation to ensure services remain effective and responsive to the needs of the deaf and hard of hearing community.



3. Knowledge of laws and regulations affecting deaf and hard of hearing individuals, such as the Americans with Disabilities Act (ADA), and how they apply to the provision of crisis services provided over video phone.
4. Certified Minority Owned, Women Owned or a Small Business Enterprises are preferred.

RFP Process and Rules of Participation

A. RFP Process

1. Questions. Substantive questions regarding the Scope of Work must be received by email before the date and time in the RFP Timeline on the cover page and by the RFP contacts listed on the last page of the RFP. Questions not timely received by the RFP contacts are not guaranteed a response. Emails sent to the RFP contacts must include the RFP Number as written in this document in the Subject Line.
2. Information session. Pre-proposal information session call is on a case-by-case basis and Vendor must request by contacting the RFP Contact.
3. Submission. Proposers shall submit the Proposal Package in PDF format by the time and date set forth in the RFP Timeline. Proposers must submit a Proposal by email to the RFP contacts listed on the last page of the RFP and the Proposer must require and receive confirmation of receipt.

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Anticipated RFP Timeline

Event	Due Date
Request for Proposal (RFP) Issued	02/09/24
RFP Questions Due from Vendors by 5pm	02/16/24
RFP Questions Answered and sent to Vendor by 5pm	02/23/24
RFP Responses due at Vibrant by 5pm	03/01/24
Evaluations of RFP Responses Completed	TBD
Interviews with 3 Top Candidates of evaluated RFP respondents	TBD
Check References for Finalist	TDB
Contract Award Announcement to Selected Vendor	TBD

Vibrant reserves the right to modify this timeline at its sole discretion.

Proposal Format

Please include the following in your proposal:

1. Identify a primary contact person within your organization for this RFP. Name, title, email address, mailing address, and telephone number.
2. Identify those on your team who will be involved with the project with brief biographies, role, and relevant experience.
3. Provide a brief overview of your organization.
4. Describe why your organization is best suited to support Vibrant’s Quality Improvement Consultation for 988 Video Phone Service.
5. Describe your organization’s proposed approach to Vibrant’s Quality Improvement Consultation for 988 Video Phone Service. Include a timeline for milestones through the delivery of a final solution.



6. Describe your organization's approach to incorporating Diversity Equity, Inclusion, Belonging (DEIB) priorities into Vibrant's Quality Improvement Consultation for 988 Video Phone Service.
7. Describe how DEIB priorities are evident in your organization.
8. Describe experience working with nonprofit healthcare organizations
9. Provide three (3) references from individuals external to your organization who are familiar with your organization's ability to provide the services sought under this RFP.
10. Provide a detailed project cost proposal.
11. Provide a detailed project cost proposal (Exhibit A).
12. Certificate of Non-discrimination form (Exhibit B).
13. Certificate of Debarment (Exhibit C)
14. Provide the firm's W9.

Evaluation

Vibrant will review, evaluate, and short list responses based on the below criteria. Vendors may then be asked to provide virtual demonstrations of their solution. The award will be based upon the proposal that is determined to be in the best interest of Vibrant.

Evaluation Criteria

Vibrant Emotional Health will be reviewing each RFP Response in accordance with evaluation criteria deemed critical to the success of this project. Please refer to the following criteria:

1. Project Understanding, adherence to RFP Instruction, & Response to Scope. (20%)
2. Organization Information, Qualifications, Certifications, and References. (25%)
3. Detailed Project/Implementation Overview & Approach (25%)
4. Vendor's DEIB approach and/or Certified Small/Minority/Women Owned/Locally owned Business Enterprises. (20%)
5. Total Cost. (10%)



No Contractual Relationship

Nothing contained in this RFP creates, nor shall be construed to create any contractual relationship between Vibrant and any Vendor. Vibrant makes no commitment in or by virtue of this RFP to purchase any services from any Vendor. Nor does receipt of any Vendor's quotation place Vibrant under obligation to enter an agreement to purchase supplies/services ("Agreement") with that or any other Vendor. Such Agreement shall be in a form acceptable to Vibrant's legal counsel and shall be signed by both parties. The Vendor agrees, however, to incorporate its

representations set forth in its response to this RFP concerning performance into the Agreement. Each response shall constitute an offer, which remains valid for a minimum period of 90 days after the submission date. Any response submitted by a Vendor is subject to review and negotiation by Vibrant's procurement manager and legal counsel.

Exhibit A

Cost Proposal Form

Vibrant retains the right to change the project items and services to align with its budget, utilizing the rates provided. A detailed fee schedule must be provided by the firm, outlining the total cost of services.

1	Lump Sum	Hours	Rate	Project Cost	Total
		0.00	\$ -	\$ -	\$ -
	Direct Cost: (If Applicable)	Hours	Rate	Project Cost	Total
	<i>Name, Title, Function</i>	0.00	\$ -	\$ -	\$ -
		0.00	\$ -	\$ -	\$ -
		0.00	\$ -	\$ -	\$ -
		0.00	\$ -	\$ -	\$ -



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	0.00	\$ -	\$ -	\$ -
	0.00	\$ -	\$ -	\$ -
		SUBTOTAL	\$ -	\$ -
2	Subcontractor Cost: (If Applicable)		\$ -	\$ -
3	Travel Cost: (If Applicable)		\$ -	\$ -
4	Miscellaneous Costs: (If Applicable)		\$ -	\$ -
		TOTAL COST	\$ -	\$ -



Exhibit B

Certificate of Non-Discrimination

The governing board of _____ maintains the following policy of non-discrimination: (Name of Organization)

1. No person is excluded from agency programs or benefits because of race, color, religion, gender, national origin, ancestry, age, medical condition, disability, veteran status, marital status, sexual orientation, or any other characteristic protected by law.
2. There is no discrimination on the basis of race, color, religion, gender, national origin, ancestry, age, medical condition, disability, veteran status, marital status, sexual orientation or any other characteristic protected by law with regard to hiring, assignment, promotion or other conditions of staff employment.
3. There is no discrimination on the basis of race, color, religion, gender, national origin, ancestry, age, medical condition, disability, veteran status, marital status, sexual orientation or any other characteristic protected by law on the agency's governing body.

I certify that the practices of this organization conform to the policy of non-discrimination stated above.

Typed or printed name of President or Authorized Official

Official Name of the Organization: _____

Signature: _____

Name of Authorized Signatory: _____

Title: _____

Date: _____

Exhibit C

Certificate of Debarment

1. The Proposer certifies, to the best of its knowledge and belief, that the Proposer and/or any of its principals:
 - A. Are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency.
 - B. Have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, state, or local) contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, or receiving stolen property; and
 - C. Are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph 1-B of this provision.
2. The Proposer has not, within a three-year period preceding this offer, had one or more contracts terminated for default by any City, State or Federal agency.
 - D. "Principals," for the purposes of this certification, means officers; directors; owners; partners; and persons having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a subsidiary, division, or business segment, and similar positions). This Certification Concerns a Matter Within the Jurisdiction of an Agency of the United States and the Making of a False, Fictitious, or Fraudulent Certification May Render the Maker Subject to Prosecution Under Section 1001, Title 18, United States Code.
 - E. The Proposer shall provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the Proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
 - F. A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection



with a determination of the Proposer’s responsibility. The failure of the Proposer to furnish a certification or provide such additional information as requested by the Contracting Officer may render the Proposer non-responsive.

- D.** Nothing contained in the foregoing shall be construed to require establishment of a system of records to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of a Proposer is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

- E.** The certification in paragraph (a) of this provision is a material representation of the fact upon which reliance was placed when making an award. If it is later determined that the Proposer knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the Contracting Officer may terminate the contract resulting from this solicitation for default.

AS THE PERSON AUTHORIZED TO SIGN THE STATEMENT, I CERTIFY THAT THIS FIRM COMPLIES FULLY WITH THE ABOVE REQUIREMENTS.

Name of Vendor, Contractor, or Subgrantee: _____

Signature: _____

Name of Authorized Signatory: _____

Title: _____

Date: _____

Vibrant Contact

Direct inquiries and proposals via email to:

Jay Bergel

Senior Buyer, Procurement

jbergel@vibrant.org