



## REQUEST FOR PROPOSALS

[RFP # 2023-002](#)

for

### PROGRAM EVALUATION SERVICES for Certified Community Behavioral Health Clinic Planning, Development, and Implementation Grant

Special Health Resources will be accepting proposals until 3:00 p.m. on  
Friday, January 5, 2024 at [bidsubmissions@shrt.net](mailto:bidsubmissions@shrt.net)

Questions regarding this RFP should be directed to  
Theresa Jones, Programs Director, [thjones@shrt.net](mailto:thjones@shrt.net) and received  
no later than 3:00 p.m. on Friday, December 29, 2023

## A. Background and Objective

Special Health Resources, Inc. (SHR) is a federally qualified health center (FQHC) including a network of eight (8) healthcare clinics and three mobile units, servicing twenty-three counties in North East Texas and one county in Arkansas. Our mission is “we believe in making healthcare accessible – for all” particularly for the underinsured, uninsured, those living in poverty, and/or located in rural areas [in and around Longview, Tyler, Paris, Jacksonville, and Texarkana, Texas, and Arkansas]. SHR provides a full range of primary care services to clients including adult and pediatric care, dental care, women’s health services, and vaccinations. Additionally, we provide behavioral health care, substance use services, Title X services, and HIV/AIDS outreach, prevention, screening, and treatment.

SHR intends to identify, select, and retain a program evaluator/firm with the qualifications and staff resources necessary to perform evaluation services for its multi-year Certified Community Behavioral Health Clinic Planning, Development, and Implementation (CCBHC-PDI) Grant, locally entitled as the “East Texas Behavioral Health Improvement Project (BHIP).” This project is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) division of the U.S. Department of Health and Human Services (HHS). The selected and hired evaluator will conduct independent and rigorous evaluations and data compilation for the CCHBC-PDI grant measuring engagement outcomes, assisting in the complete planning and facilitation process, informing SHR management and key staff of technical assistance needs, and determining the impact of the awarded funds. The evaluator will be hired through a competitive request for proposal process. Efforts will be made to select the best qualified and most cost-effective evaluator.

## B. Scope of Services

The selected provider should have the knowledge, experience, and appropriate staff to undertake, perform, and complete, the services described as follows:

- Develop and implement a comprehensive evaluation plan for the CCBHC project
- Consult and communicate with designated SHR program staff, leadership, Board members, and other stakeholders on an on-going basis;
- Provide technical assistance for project planning and implementation of activities as described in the CCBHC-PDI Grant<sup>1</sup>;
- Assign a dedicated team to the project, as described further in section C. Eligibility and Qualifications of this RFP;
- Attend, and actively participate in, all conference calls, planning meetings, leadership meetings, advisory workgroup and sustainability committees, program status meetings, and SHR or funder-provided training webinars in which attendance method may vary between onsite and virtual;
- Facilitate bi-monthly monitoring conference calls during the entirety of the project. Weekly calls may be required for the first 2 to 3 months during an introductory period with any new evaluator;
- Assist with the development of Crisis Intervention training modules, development of policies and procedures for primary care and psychiatric services relevant to, or required for, the BHIP project, and develop service and data collection workflows;

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<sup>1</sup> Certified Community Behavioral Health Clinic Planning, Development, and Implementation Grant, Notice of Funding Opportunity, <https://www.samhsa.gov/grants/grant-announcements/sm-23-024>

- Aid in the development of the QA/QI program as it pertains to the BHIP project;
- Data entry into required web-based system, SPARS, using Government Performance and Results Modernization Act of 2010 (GPRA) tools as described by SAMHSA<sup>2</sup>;
- Monitor and track client intake, discharge, and follow-up objectives monthly and compile and submit monthly summary reports of such data to project management staff;
- Prepare local data collection instruments and databases (i.e., Service Needs, Satisfaction Form, Service Dosage, etc.);
- Identify qualitative and quantitative methods to be used for measuring and monitoring project performance and outcomes, community impact, and client satisfaction, providing a comprehensive report of all findings to SHR program management on a quarterly basis;
- Assist SHR staff with the preparation of the required SAMHSA evaluation narrative reports;
- Monitor updates/changes to SAMHSA data collection tools and data entry portals, train staff on updates/changes as necessary, and consult with SHR program management to meet any and all updated requirements;
- Provide a complete project summary to include all documented evaluation activities and reports to SHR upon project completion; and
- Other services as may be requested in writing and as mutually agreed upon.

### C. Eligibility and Qualifications

To be considered as an eligible and qualified proposer for Program Evaluation Services, firms must:

- provide a complete proposal in response to this RFP in accordance with section D. Submission Requirements
- be financially solvent and agree that SHR reserves the right to request financial information to determine such solvency;
- have been in business for at least 10 years (mergers or name changes that occurred while still conducting business can be combined)
- be knowledgeable of, and compliant with, all local, state, and federal codes, legislation procedures, and regulations pertaining to the CCBHC-PDI grant;
- be able to provide both virtual and on-site presence, when applicable, for performing staff training or to attend meetings, conferences, program audits, trainings and/or any other meetings as may be required for successful performance and completion of the project;
- work closely with various SHR staff and at varying degrees of involvement;
- assign a dedicated team to the project that is fully capable of performing work described in section B. Scope of Services of this RFP; team members should have a minimum of 5 years combined experience in direct evaluation services work history;
- agree that all reports, information, or data prepared or assembled shall be confidential in nature and shall not be made available to any outside individual or organization without the prior written approval of SHR;
- agree that any service agreement or contract that is entered into as a result of successful selection from this RFP will be contingent upon continued funding from SAMHSA; and,
- inform SHR immediately of any business conducted with competing or similar entities [known or potential conflicts of interest].

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<sup>2</sup> SAMHSA GPRA Tools <https://www.samhsa.gov/grants/gpra-measurement-tools>

#### D. Submission Requirements

Proposals should be no more than 20 pages in total. Proposals exceeding the page count will be considered unresponsive and will not be reviewed. While Attachments A and B are not included in the total page count, other appendix items are. Proposals should be single spaced with one inch margins. Acceptable fonts include Calibri, Times New Roman, or Arial, and should be either 11 or 12 point size. All pages should be black and white with color only included on logos, charts, graphs, or hyperlinks. All final pages and attachments should be combined into a single PDF document and should not exceed 350MB in size.

Submissions will be evaluated on the basis of all information provided and complete. Non-applicable information should be noted as such. Blank or missing information will constitute an incomplete submission and will not be reviewed.

A complete proposal response should include, and be numbered by, the following sections:

1. Company information – provide company name, address, EIN, and website as well as the primary proposal contact name, title, phone number, email address.
2. Evaluation Work Plan – provide a work plan and timeline detailing the tasks and activities for this project as outlined in the scope of work. Recognizing that we are in the “implementation” phase of this project, proposers are asked to approach this as a provisional plan and be flexible to modifications during the first year of the project.
3. Experience – provide a thorough description of experience relevant to this project as outlined in section C. Eligibility and Qualifications above.
  - a. Specifically highlight past and current involvement with local community organizations within the SHR or other nearby service delivery areas and any involvement or sub-contract work with minority or women-owned, or HUB Zone businesses.
4. Key Team Members – provide a summary of background, qualifications, and responsibilities of the key team members who will be working on the project and their specific roles, expected time allocations, and experience working in/near the SHR service delivery area (see map, Attachment C). Include the name, title, telephone number, and email address of each. Resumes of each are to be included in the appendix.
5. Budget – provide an itemized annual budget for the project, including an accompanying budget narrative. The budget should include personnel costs, materials, travel, and any indirect costs.
6. References – list contact information and dates of service of 3 professional references/past clients who can thoroughly describe the proposers experience with similar projects and processes.
7. Financial Stability – provide a statement regarding the financial solvency of the firm and its ability to provide the following:
  - a. Insurance certificates
  - b. Reviewed financial statements
  - c. Payment and Performance Bonding
8. Claims and Litigations – list and explain all claims and litigations involving the firm in the last 5 years, including:
  - a. failure to complete any awarded or contracted work
  - b. any judgments, claims, mediation, arbitration proceedings, or outstanding suits against your organization or its officers
  - c. any filed lawsuits or requested arbitration or mediation made by your firm against others pertaining to evaluation projects

9. Attachments and Appendices:
  - a. A sample of a monthly summary report from a previous evaluation project demonstrating the tasks and activities performed.
  - b. Resumes of all key team members to be included on the project to include education, experience and project relevant publications/presentations.
  - c. Conflict of Interest Disclosure Form (Attachment A), completed and signed
  - d. Confidentiality and Code of Conduct Form (Attachment B), completed and signed

**Proposal submissions must be received by 3:00 pm (CST) on Friday, January 5, 2024 via email at: [bidsubmissions@shrt.net](mailto:bidsubmissions@shrt.net).** Interested proposers are encouraged to submit their proposals as soon as possible, but in no case later than the deadline stated above.

**Questions regarding this RFP should be sent via email to Theresa Jones, Programs Director, [thjones@shrt.net](mailto:thjones@shrt.net) no later than 3:00pm (CST) on Friday, December 29, 2023.** No phone inquiries will be accepted. Members of the Board of Directors or employees of Special Health Resources should not be contacted other than Mrs. Jones. Contact with any prohibited individuals after the issuance of the RFP, and before selection is made, may result in the disqualification of your submission. Final submissions should not be emailed to Mrs. Jones.

#### **E. Selection Criteria**

SHR will select an Evaluation Services provider based on demonstrated competence and qualifications, and with the following factors being critically considered:

1. Responsiveness and completeness of the RFP requirements (10 points)
2. Qualifications and experience of the firm and key staff (25 points)
3. Comprehensive, suitable, and acceptable work plan (60 points)
4. Competitive and reasonable cost of services (10 points)
5. Demonstrated ability and capacity to successfully execute and perform (20 points)

The maximum scoring potential is 125 points. A scoring matrix will be used by the review team to help maintain consistency for scoring and determining the top-rated candidates. The highest scoring proposal does not guarantee a selection.

A review committee will consist of a minimum of 3 SHR staff members, with at least 1 being of the Executive level. The review committee will review, evaluate, and score the responses to this RFP and provide composite rankings to the Board of Directors for approval, along with a recommendation for final selection. Reviewers may request clarification of proposals and supporting materials either by phone or email. Interviews may be conducted in person with proposers in order to clarify certain elements if such information cannot be satisfactorily obtained by phone or via email.

The Board of Directors will consider the composite scores, the review team's recommendation, and any other information during presentation and discussion when making a final selection.

SHR reserves the right to accept the proposal most favorable to the overall project and organization. SHR also reserves the right to reject any or all proposals.

## F. Timeline

Timeline dates are approximate and are subject to change.

Date	Submission phase
Monday, December 18, 2023	RFP open for submissions
Friday, December 29, 2023 – 3:00 pm	Deadline for RFP questions
Friday, January 5, 2024 – 3:00 pm	Proposal submissions due
Friday, January 12, 2024	Review team recommendations to Board of Directors
Wednesday, January 17, 2024	Board of Directors approval and final selection
Friday, January 19, 2024	Notification to proposers
Thursday, February 1, 2024	Tentative project start date

## G. Contract Intent and Period of Performance

There will be no contractual obligations or interests to either SHR or any respondent unless and until, after a qualified candidate has been selected, a reasonable price for the services is negotiated and the contract is unconditionally executed and delivered by all parties. SHR retains the right to pursue negotiations with an alternate qualified candidate should negotiations with the initially selected candidate be deemed unsuccessful.

As a result of this RFP, an agreement is intended, but not guaranteed, to be made with the selected vendor/service provider. The project is tentatively expected to begin on February 1, 2024 and continue, contingent upon successful performance and continued federal funding, through the end of the project's period of performance, September 28, 2027.

## H. Waiver of Claims

BY TENDERING A RESPONSE TO THIS REQUEST, THE RESPONDANT ACKNOWLEDGES THAT IT HAS READ AND FULLY UNDERSTANDS THE REQUIREMENTS FOR SUBMITTING A RESPONSE AND THE PROCESS USED BY SPECIAL HEALTH RESOURCES FOR SELECTING THE BEST CANDIDATE. FURTHER, BY SUBMITTING A RESPONSE, THE RESPONDANT FULLY, VOLUNTARILY, AND UNDERSTANDINGLY WAIVES AND RELEASES ANY AND ALL CLAIMS AGAINST SPECIAL HEALTH RESOURCES.

## Special Health Resources Conflict of Interest Disclosures

As a potential vendor/service provider for Special Health Resources (SHR), it is expected that any conflict of interest be disclosed before submitting any proposals or entering into any Agreement. ALL vendors/service providers/proposers ("vendor") must read the following information, complete the Certification Statement, AND return the following Vendor Conflict of Interest Disclosure Form to be eligible for selection.

This document includes Conflict of Interest information so that the vendor may make the best decision in acknowledging and disclosing any actual or possible conflicts of interest.

### Definitions

Interested Person – Any person affiliated with the vendor, acting on behalf of the vendor, or employed by the vendor that has a direct or indirect financial interest.

Financial Interest – A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a. An ownership or investment interest in, or a potential ownership or investment interest in, any entity with which SHR is negotiating a transaction or arrangement; or
- b. A compensation arrangement with any entity with which SHR has or is negotiating a transaction or arrangement. Compensation includes direct or indirect remuneration as well as gifts or favors that are substantial.

### Duty to Disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence and nature of his/her financial interest to SHR concerning the proposed transaction or arrangement.

### Procedure upon disclosure

If a disclosure of conflict or potential conflict is made, SHR administrative staff will discuss the disclosure and determine whether a conflict of interest violation exists.

If the decision is that no COI violation exists, the bidding process will proceed. If the decision is that a COI violation exists, the disclosure will be escalated to either the SHR Chief Executive Officer or Chief Financial Officer. The SHR executive will contact the vendor to determine whether or not the bidding process and potential contract/agreement can be continued without bias or partiality due to the conflict violation.

SHR will notify the vendor by phone of any decisions made regarding disclosures and/or violations within seven (7) days.

**Vendor Conflict of Interest Disclosure Form**

VENDOR NAME	VENDOR CONTACT	VENDOR PHONE NUMBER
CERTIFICATION		
<p>I hereby certify that, to my knowledge, there is no conflict of interest involving the vendor named above and agree to the following statements:</p> <ul style="list-style-type: none"> <li>• No SHR Board member, employee, or immediate family member of either Board member or employee, has an ownership interest in the vendor company or stands to derive personal financial gain from this contract/agreement.</li> <li>• No retired or separated SHR Board member or employee of less than one (1) year, or an immediate family member of either, has an ownership interest in the vendor company or stands to derive personal financial gain from this contract/agreement.</li> <li>• No SHR employee is employed or prospectively to be employed by the vendor.</li> <li>• Vendor declares it has not and will not provide gifts or hospitality of any dollar value or any other gratuities to any SHR Board member or employee to obtain or maintain a contract/agreement.</li> </ul> <p>If there are believed to be any actual or possible conflicts of interest, they are disclosed below.</p>		
DISCLOSURE		
Name of Person(s) with conflict/potential conflict	Reason for conflict	

\_\_\_\_\_  
Printed Name - Vendor Authorized Representative

\_\_\_\_\_  
Signature - Vendor Authorized Representative

\_\_\_\_\_  
Date

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**SHR Department USE ONLY:**

\_\_\_\_\_ No Conflict of Interest Violation Exists

\_\_\_\_\_ Conflict of Interest Violation Exists

\_\_\_\_\_ Proceed with bidding process

\_\_\_\_\_ Do not proceed with bidding process

\_\_\_\_\_  
Printed Name - CEO or CFO

\_\_\_\_\_  
Signature - CEO or CFO

\_\_\_\_\_  
Date

## Special Health Resources Confidentiality and Code of Conduct Form

It is the policy of Special Health Resources (SHR) that during periods of proposal, including any internal reviews and discussions, interviews, presentations, and/or subsequent negotiations, that both SHR staff and staff or representative(s) of any proposing vendor/service provider conduct business in a professional and confidential manner.

All involved parties must comply with the following codes of conduct and maintenance of confidentiality:

- All communications, verbal, electronic, or otherwise, between parties shall be done so in a professional and respectful manner.
- Discussions about the status of any proposal other than that of your own organization with SHR employees other than those specified in an RFP, SHR Board Members, members of the Proposal Review Team, or any employee, designee, or other representative of another proposer are not permitted.
- Disclosed conflicts of interest or potential conflicts of interest shall not be shared with any outside person(s) or entity.
- Any conflicts of interest or potential conflicts of interest that later arise or become known at any time after the initial proposal submission by any person(s) or entity involved must be disclosed to SHR immediately.
- Proprietary information of SHR shall not be shared with any outside person(s) or entity.
- Personal identifying information (PII) of any SHR employee, designee, representative, or client shall not be shared with any outside person(s) or entity.
- For those involved in reviewing and scoring proposals, no attempts to persuade or influence another reviewer's opinion or score of any proposal under review shall be made.

In accordance with the above requirements, please complete this form as indicated below.

**I hereby certify and agree that I will abide by the above codes of conduct and confidentiality. Furthermore, if I represent a proposing vendor/service provider, I certify and agree, on behalf of my organization, that any employee, designee, or other representative of the company in which I represent, also abides by the above codes of conduct and confidentiality.**

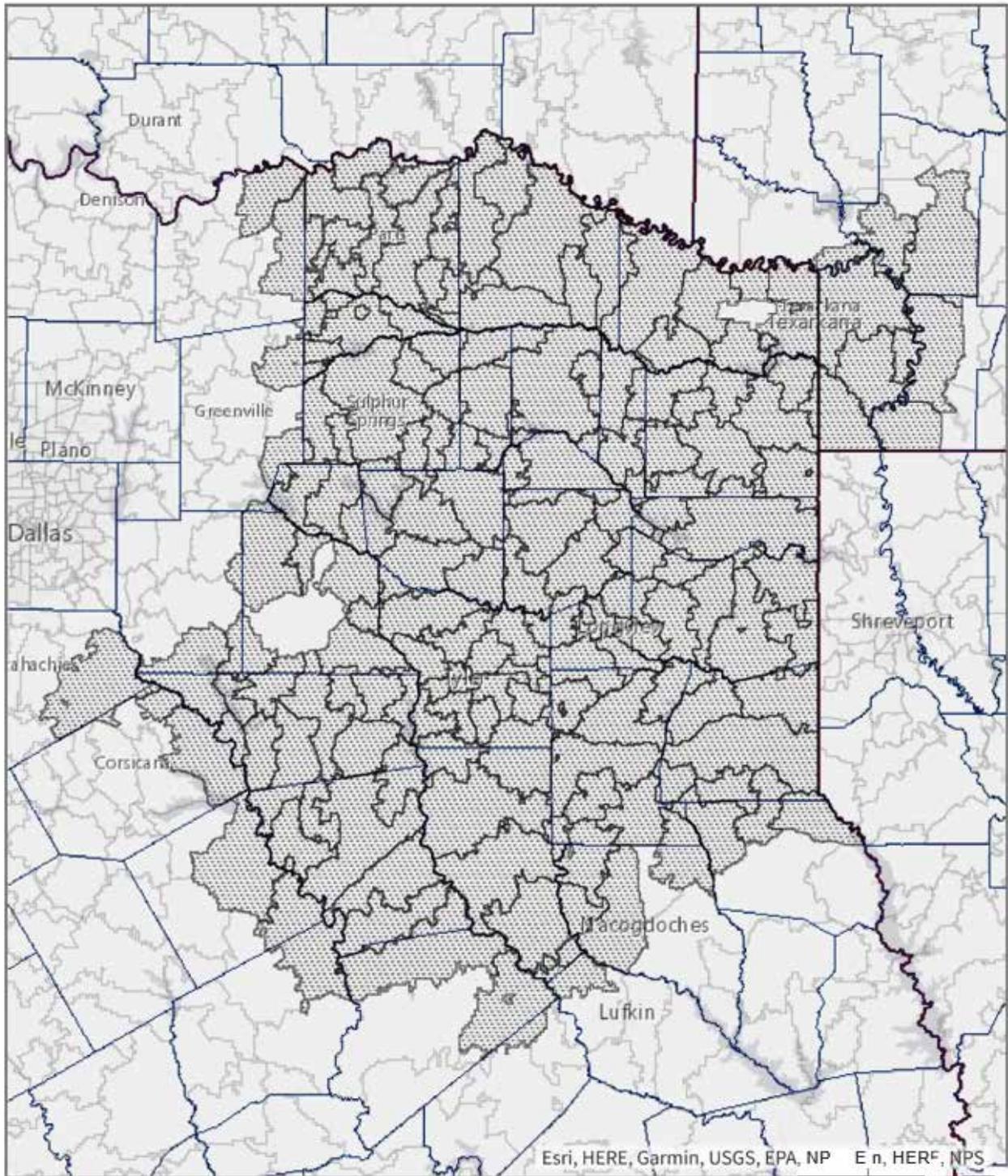
\_\_\_\_\_  
Printed Name

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Signature

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Title

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Date

### Special Health Resources – Service Delivery Area Map by County



States	
Counties	
ZCTAs	
Selected ZCTAs	