



Request for Proposal (RFP) – Bridge Psychiatric Services
Basis for Proposal/Pricing
November 15, 2024

1. STATEMENT OF PURPOSE & BACKGROUND:

Haven for Hope of Bexar County (“Haven for Hope”) has operated its 22-acre Transformational Campus just west of downtown San Antonio, Texas for the last 13 years. Haven for Hope’s mission is to provide a place of hope and new beginnings by providing, coordinating, and delivering an efficient system of care for people experiencing homelessness in San Antonio, with a vision of ending homelessness by empowering individuals and families to transform their lives.

Haven for Hope is seeking proposals from qualified providers to deliver bridge psychiatric services to adult clients who are enrolled on our Transformational Campus. These services are vital for continuity of care for individuals transitioning between levels of mental health support and are intended to provide diagnostic, therapeutic, and pharmacological interventions until permanent care is arranged.

2. SCOPE OF SERVICES:

The selected provider will offer Bridge Psychiatric services that include both telehealth and in-person options on the Haven for Hope Campus and be responsible for delivering the following services:

- **Diagnosis and Evaluation**
 - Conduct initial psychiatric evaluations to determine appropriate mental health care needs for clients.
- **Medication Management and Prescription**
 - Provide prescriptions as clinically indicated.
 - Education for clients regarding the use and management of medications.
- **Follow-Up Care**
 - Offer monthly follow-up sessions, with frequency and duration of care managed by the provider in coordination with Haven for Hope clinical team staff.
 - Services must be provided free of charge to Haven for Hope Clients.

3. SERVICE DELIVERY AND CAPACITY

- **Client Access and Availability**
 - Service hours should meet client demand with on-site services available at least twice weekly.



- Provider must offer a minimum of 20 hours of service per week, with preference given to those available for up to 40 hours, including flexible options for walk-in appointments.
- The Psychiatrist may provide services via telehealth; however, on-site staff must be available to facilitate client navigation to and from appointments and assist as needed for a smooth telehealth experience.
- **Target Population**
 - Services are strictly for adult clients; no services for minors will be provided.
- **Service Location**
 - Designated spaces within Haven for Hope's Transformational Campus.

4. ELIGIBILITY REQUIREMENTS

Interested providers must meet the following requirements:

- Hold and maintain all necessary licenses and accreditations to practice psychiatry in Texas.
- Demonstrate the ability to provide culturally competent care that addresses the unique needs of diverse populations.
- Have a minimum of 2 years of experience working with vulnerable populations, particularly individuals experiencing homelessness or facing significant mental health challenges.
- Have relevant training and certification to provide mental health and psychopharmacological services to vulnerable adults.
- Adhere to confidentiality and recordkeeping standards in alignment with HIPAA.
- Provide proof of applicable licensing and training, including DEA licenses if required.

5. COMPLIANCE, INSURANCE, & OTHER REQUIREMENTS:

- Proposals must include your Company Profile, including an overview of your agency, including years of experience, areas of specialization, and relevant industry certifications.
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- Proposals must include a detailed pricing structure for your bridge psychiatric services, including any fees or additional costs.
- Proposals must include a detailed staffing plan, including your process for recruiting, screening, and selecting staff.
- Proposals must include an approximate timeframe in which your agency anticipates beginning the services outlined in Section 2 and your capacity to deliver those services as outlined in Section 3.
- All provider staff assigned to work on Haven's campus must meet the requirements to gain and maintain access to the campus. Staff will also be expected to adhere to Haven for Hope's campus policies, standards of conduct, and other expectations. Additional information will be provided upon request.



- All proposals must include at least three client references for similar projects handled by your company within the past five (5) years.
- Interested parties must obtain and maintain any insurance required by law, but must at least include: (i) broad form commercial general liability insurance in amounts for bodily injury and property damage of \$1,000,000 per occurrence and \$2,000,000 general aggregate (or equivalent in umbrella or excess liability coverage); (ii) causes of loss-special form property insurance, issued on a replacement-cost basis and insuring the full value of the contractor's property and property for which contractor is legally liable, including vehicles; (iii) workers' compensation and employer's liability in amounts of at least \$1,000,000; and (iv) business automobile liability, for owned, leased, non-owned and hired vehicles, with combined single limit for bodily injury and property damage of \$1,000,000 per occurrence (or its equivalent in umbrella or excess liability coverage). All policies shall be primary, name Haven as an additional insured, and be issued by insurance company(ies) qualified to do business in the State of Texas and having a Best Rating of at least A-VII.

6. PROPOSAL SUBMISSION GUIDELINES:

Interested parties should submit their proposals by **5:00 PM on Wednesday, December 4, 2024**, via email to David Huete, Vice President of Transformational Services.

Proposals should include:

- **Provider Background:** Overview of organization or provider's experience and qualifications.
- **Service Delivery Approach:** Outline of how telehealth and in-person services will be delivered in alignment with Haven's mission.
- **Staffing Plan:** Detailed plan of staff, their roles, availability, and qualifications.
- **Cost Proposal:** Clear and itemized breakdown of costs.
- **References:** At least three references from recent similar projects or services.

A **Teams meeting** to discuss the nature and scope of this Request for Proposal and to answer the questions and provide clarification as needed to any interested bidders is scheduled for **11:00 AM on Monday, November 25, 2024**.

Interested bidders may email David Pyle, Director of Clinical Services, to request access to the Teams meeting. Any other inquiries and/or requests for clarification should be directed to David Huete at the contact information listed in this RFP.

7. CONTACT INFORMATION:

Questions & Request for Informational Session

David Pyle

Director of Clinical Services



Email: david.pyle@havenforhope.org

Phone: 210-220-2136

Final Submissions

David Huete

Vice President of Transformational Services

Email: david.huete@havenforhope.org

Phone: 210-220-2352

8. EVALUATION CRITERIA:

Proposals will be evaluated based on:

- Demonstrated experience and expertise in providing bridge psychiatric services.
- Approach and methodology in service delivery.
- Capacity to meet service requirements and availability.
- Cost-effectiveness and value.
- Experience collaborating with nonprofit or community-based organizations.
- References and demonstrated past performance.

Haven for Hope reserves the right to reject any or all proposals received in response to this RFP, to waive any informalities or irregularities in the proposals received, and to negotiate with any qualified provider.

Thank you for your interest in providing bridge psychiatric services to Haven for Hope. We look forward to reviewing your proposal.