



### **SOLICITATION ADDENDUM**

<b>Solicitation Number:</b>	<b>RFP Number BH-2014-001</b>
<b>Solicitation Title:</b>	<b>County-Wide Involuntary Commitment System Administration</b>
<b>Addendum Number:</b>	<b>3</b>
<b>Addendum Date:</b>	<b>January 5, 2015</b>
<b>Contracts Officer:</b>	<b>Roxanne Ziegler</b>

Pima County Behavioral Health, via this Addendum 3, incorporates the meeting minutes for the Pre-Proposal Conference held on December 9, 2014, at 9:00 AM, into Pima County RFP # BH-2014-001.

Also attached to this addendum are the Meeting Minutes, Power Point Presentation entitled RPF – County-Wide Involuntary Commitment System Administration, Question and Answers and the Sign In Sheets.

Please acknowledge receipt of this Addendum 3 on Appendix I: Proposal Certification Form included in the RFP. Submit the form as part of your proposal.

All other terms and conditions remain the same.

Roxanne L. Ziegler  
Contracts Officer  
Pima County Behavioral Health  
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**MEETING MINUTES**  
**PRE-PROPOSAL CONFERENCE FOR COURT ORDERED SERVICES (COE) RFP**  
**Solicitation Number BH-2014-001**  
**DECEMBER 9, 2014 – 9:00 AM – 11:00 AM**

**ATTENDEES:** Please refer to the Sign-In Sheets attached to this document.

Danna Whiting, M.S. Pima County Behavioral Health Administrator opened the meeting by welcoming the Offerors to the pre-proposal conference. She then described the Questions Submission Form and asked that those who had questions to please write them down so that we could capture the questions and answers and publish them at a later date on our website at [www.pima.gov/BehavioralHealth](http://www.pima.gov/BehavioralHealth). She also requested that the Offerors use one sheet per question if the questions were not related.

She then asked the people in attendance to introduce themselves, their title and what company they worked for.

Ms. Whiting also announced that the County changed the due date of the proposal from December 29, 2014, to February 2, 2015, at 10:00 AM, via Addendum 2, which was sent out to the Offerors on Monday, December 8.

Garrett Hancock (Division Leader, Business Operations) then described the services in our current contract with Community Partnership of Southern Arizona (CPSA) and the County's involvement pertaining to COE, and described the County's obligations under the statutes as set forth in our current contract. He indicated that the County's financial responsibility pertains only to the court ordered evaluation period. Mr. Hancock indicated that Arizona Department of Health Services (AHCCCS) has since affirmed the County's position in this regard. The existing RBHA, CPSA, was contracted to administer the involuntary commitment process so that the same organization would oversee patients beginning at crisis services, through court ordered evaluation, and then through court ordered treatment. There have been a couple of issues when the client is not covered by AHCCCS or other insurance, but in general the process has worked as envisioned.

It is the County's intent to minimize the number of people held against their will to those truly appropriate for the involuntary commitment process and then to reduce the amount of time they are held involuntarily. To that end, we have included a provision for a contractor to design and implement an outpatient court ordered evaluation system for those who are Gravely Disabled or Persistently or Acutely Disabled. Mr. Hancock clarified that the County has already implemented outpatient COE at the main jail – Pima County Adult Detention Complex (PCADC).

Ms. Whiting then described the lay-out of the Crisis Response Center (CRC), the Behavioral Health Pavilion (BHP), the Sally Port for law enforcement and a connecting hallway between the BHP and CRC. Sharon Grant (Contracts/Grants Manager) presented a map that depicted the different functional areas in the buildings and gave a brief description of each.

Ms. Whiting then gave an over-view of the proposal and explained that the County's role is to over-see the COE process with the help of the successful bidder of the proposal. A description of what the County is looking for can be found in the presentation attached to these meeting minutes.

Ms. Whiting reminded all Offerors that they need to check the website daily for addendums and/or other updates and that while efforts will be made to email the group, emails are not a guarantee and Offerors should ensure they receive all new information by checking the website regularly.

Roxanne Ziegler, Pima County Contracts Officer, gave a brief over-view of Appendices I-V as set forth in the proposal as well as Addendums 1 & 2.

Pima County Behavioral Health announced that on February 2, 2015, the day proposals are due, there will be a conference room reserved from 8:00 AM – 10:00 AM on the first floor to make it easy for Offerors to drop off their proposals. Further details will be forthcoming at a later date.

Should an Offeror desire to turn their proposal in prior to February 2, 2015, please email Roxanne Ziegler ([roxanne.ziegler@pima.gov](mailto:roxanne.ziegler@pima.gov)) to notify us you are coming. When you enter the building, proceed to the Security Desk and ask them to call Ms. Roxanne Ziegler (724-7834) so she can come down and receive your proposal.

Lastly, questions submitted within 8 days of the proposal Due In and Open Date and Time may not be answered.

After providing answers to the questions from Offerors, the meeting was adjourned at approximately 10:15 AM.

# **PRE-PROPOSAL CONFERENCE**

RFP- County-Wide Involuntary Commitment  
System Administration

Tuesday, December 9, 2014

## **Pima County Behavioral Health**



# Overview

- A. WELCOME AND INTRODUCTIONS
- B. PURPOSE OF PRE-PROPOSAL CONFERENCE
- C. RFP SCHEDULE/TIMELINE
- D. BACKGROUND AND PROJECT DESCRIPTION
- E. QUESTIONS
- F. ADDENDUM AND APPENDICES REVIEW
- G. QUESTIONS II
- H. CLOSING COMMENTS/ADJOURN

WELCOME  
&  
INTRODUCTIONS

# Purpose of Pre-proposal Conference

To provide prospective offerors background and other information necessary to properly submit your bid for the request for proposal.

# REVISED RFP SCHEDULE/TIMELINE

November 21, 2014      RFP Solicitation Opens

December 1, 2014      Request for PPC

December 9, 2014      Pre-Proposal Conference

February 2, 2014      RFP submission due by  
10:00

# Background - COE

- Pima County used to be the payer for all Court Order Days from hospitalization to hearing
- Current Interpretation of County payer responsibilities
- Why days outside of COE matter to the County

# Background - COE

- County's decision to sub-contract services
- Recent changes to Title 36 statutes
  - Probable cause to transport

# PIMA COUNTY BEHAVIORAL HEALTH 2004/2006 Bond Funds

## Crisis Response Center (CRC)

- \$18 million
- CRC Call Center
  - MAC Teams
  - Warm Line
  - 9-1-1 Calls
- Adult and Children's Services (23 beds)
- Adult sub-acute facility (15)

## Behavioral Health Pavilion (BHP)

- \$48 million
- New Emergency Department
- New Helipad
- Dedicated Court Room
- Psychiatric Level I Acute facility
  - Two units (48 beds total)

23,500 square feet  
Specialty Physician  
Clinic Space in  
Abrams Public  
Health Center  
(2<sup>nd</sup> Floor)

Helipad

Floor 3

BH  
Admin  
Offices

Shelled for  
Future Use

Floor 2

15 Sub-  
acute  
Beds

Administrative  
Offices

Crisis  
Call Center

Sally Port for  
Law  
Enforcement  
and Connecting  
Hallway

Floor 2

24  
Inpatient  
Beds

24  
Inpatient  
Beds

Satellite Pharmacy

Floor 1

Behavioral Health Triage,  
Crisis Assessment and up to  
24 Hour Crisis Stabilization

Child &  
Adolescent

Adults

Floor 1

Psychiatric  
Outpatient  
Clinic

9 Psych  
ED Beds

Emergency  
Department  
Level 3  
Trauma  
Center

Court

CRC

Behavioral Health Pavilion

# Crisis Response Center (CRC)



CPSA/ConnectionsAZ

# Crisis Response Center

- Operator – ConnectionsAZ
- Psychiatric Urgent Care
  - “No Wrong Door”
  - Law Enforcement drop offs to divert from ED/Jail
- 13,000 people per year
- 10,000 calls per month
- Co-location of outpatient network providers for immediate d/c planning continuity of care.



# BEHAVIORAL HEALTH PAVILION (BHP)



University of Arizona Health Network  
(UAHN)

# Behavioral Health Pavilion (BHP)

- Operator – University of Arizona Health Network
- 66 total psychiatric beds (48 in BHP, 18 Geri-psych)
- Over 50% of all patients are behavioral health with an average LOS of 8.5 days
- 90%-100% full
- Preferred provider for COE services
  - 80% of all COE cases happen at BHP



# Pima County's Role

- Strong Commitment to Supporting Access to Care
- Ensuring that the CRC/BHP operate in the spirit of voters' intentions through monitoring lease deliverables
- Proactive communication with stakeholders to understand challenges and support solutions
- Future bond packages – build out of the 3<sup>rd</sup> floor of the BHP
- Oversight of COE process and claims payment as required by statutes

# Description

- Awareness and coordination of system resources
- Development of educational materials
- Development of relationships with evaluation agencies
- Development of process to screen out individuals from COE process
- Development of a process for outpatient COE for GD and PAD

# Description

- Development of a provider manual
- Implementation of UM process
- Development of a claims adjudication process
- Implementation of an approved reporting package for monthly reports to County

QUESTIONS?

# ADDENDUM AND APPENDICES REVIEW

QUESTIONS?

# CLOSING COMMENTS

- Check the website daily for updates and changes
- Email questions
- Ensure you meet the deadline for submission – late submissions will NOT be accepted



### **Questions/Answers from the Pre-Proposal Conference (12-9-14)**

**Q1.** What is the connection between the court being available seven (7) days a week and the county's allocation of up to four (4) days of Post Evaluation Period (PEP) payments? (asked by Sarah Frost from UAHN)

**A1.** Until the Court is available for the involuntary commitment process seven days a week, the CONTRACTOR will administer payments for the PEP allocation from Pima County for up to four (4) days after the petition for court-ordered treatment is filed for patients detained in an inpatient facility pursuant to A.R.S. §36-535. There have been numerous incidents on a Friday night where a patient could be released from an evaluation agency, however they could not hand them off safely because they couldn't get in touch with the community service provider, and the person ends up staying the weekend when they didn't really need to be in a hospital. We are trying to get the court to work a 7 day a week schedule so we can file paperwork with the court on the weekend so people can be released and we can shorten the time frame to hold someone prior to hearing.

The County created the 4 PEP days provision as a way of bridging between their former practice of paying for all days prior to hearing and paying only for the 4 court ordered evaluation days required by Statute. Private insurance can be billed for all inpatient days. AHCCCS will not pay for COE, but they can pay for days after COE and before hearing. PEP days are used mainly for the small number of patients that have no private insurance and do not qualify for AHCCCS.

**Q.2** Is there a requirement to have two (2) transition plans; one on 7/1/15 and one on 10/1/15? (asked by Sarah Frost from UAHN)

**A2.** We are not sure of the answer yet because we are not sure if Pima County Procurement rules will allow us to extend the current CPSA contract for three months, so we need to continue as if the new contract will start July 1, 2015. Answer also depends on how the State's CMS waiver situation is defined and who is awarded the ADHS RHBA contract.

There was a follow-up question on this subject by UAHN –

**Q.3** While I understand the need of your Procurement department wanting to review the rules as mentioned in A2 above, do you have any idea of the timeline as to when you can get back with this group because there could be a considerable amount of work no matter what happens? The extension to February makes it helpful as well, but do you have any thoughts in terms of the timeline?

**A.3** We are moving forward with the assumption that the start date is July 1, 2015, so you should be prepared for that. If it was to change, we imagine all that would change in your proposals is the start date and it would give you more planning time, but you should be prepared to start July 1, 2015. We wish we could tell you the start date. We have had these discussions with Procurement starting back in the summer and we still haven't been given a firm answer yet one way or another. It depends on whom you talk to on the phone on which day. The attorneys give us one answer and Procurement personnel another. We are hoping we can push the start date to October, but we don't know. So what we put in

the RFP is July 1; that's the expectation, at this point. If that changes, as soon as we know we will publish the new start date and send out an email to let you know that something's changed.

**Q4.** How do you want supporting documentation included? With each question or as an appendix/addendum? (asked by Kathleen Dostalick from CPSA)

**A4.** A separate attachment or appendix may be used.

PIMA COUNTY BEHAVIORAL HEALTH  
 3950 S. COUNTRY CLUB ROAD  
 TUCSON, ARIZONA 85714



SIGN-IN SHEET

Pre-Proposal Conference  
 County-Wide Involuntary Commitment System Administration RFP  
 Solicitation Number: BH-2014-001

Date: December 9, 2014

Time: 9:00 AM

Location: Pima County Behavioral Health, 3950 S. County Club Road, Tucson, AZ 85714

Name (Print)	Title	Organization Name (Print)	Email and phone number	Signature
<del>PETER ARNOLD</del>	<del>CAPTAIN</del>	<del>162 AAGFD</del>	<del>PETER.ARNOLD@mgf.af.mil</del>	<del>[Signature]</del>
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 TUCSON, ARIZONA 85714



SIGN-IN SHEET

**Pre-Proposal Conference  
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Location: Pima County Behavioral Health, 3950 S. County Club Road, Tucson, AZ 85714

Name (Print)	Title	Organization Name (Print)	Email and phone number	Signature
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