

REQUEST FOR PROPOSALS

For

Hosted Voice Telephone Services

Issued by

COMMUNITY BEHAVIORAL HEALTH

**Date of Issue:
September 7, 2018**

**Proposals must be received no later than:
2:00 P.M. on October 18, 2018**

**All questions related to this RFP should be submitted via e-mail
to: Hans Leach at hans.leach@phila.gov**

**EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER – WOMEN,
MINORITY INDIVIDUALS AND PEOPLE WITH DISABILITIES ARE
ENCOURAGED TO RESPOND**

I. Project Overview	
A. Introduction/Statement of Purpose	3
B. Organizational Overview	3
C. Project Background	4
D. Request for Proposals	4
E. General Disclaimer	4
II. Scope of Work	
A. Project Details	4
B. Services to be Provided/Required Tasks	5
C. Monitoring	5
D. Reporting Requirements	5
E. Compensation/Reimbursement	5
F. Organization and Personnel Requirements	5
G. Technology Capabilities	6
III. Proposal Format, Content, and Submission Requirements; Selection Process	
A. Required Proposal Format	6
B. Minority/Women/People with Disabilities Owned Business Enterprises	8
C. City of Philadelphia Tax & Regulatory Status and Clearance Statement	9
D. City of Philadelphia Disclosure Forms	10
E. CBH Disclosure of Litigation Form	10
F. Selection Process	10
IV. Proposal Administration	
A. Procurement Schedule	12
B. Questions Relating to the RFP	12
C. Interviews/Presentations	13
D. Term of Contract	13
V. General Rules Governing RFPs/Applications; Reservation of Rights; Confidentiality and Public Disclosure	
A. Revisions to RFP	13
B. City/CBH Employee Conflict Provision	13
C. Proposal Binding	13
D. Reservation of Rights	13
E. Confidentiality and Public Disclosure	16
F. Incurring Costs	16
G. Prime Contractor Responsibility	16
H. Disclosure of Proposal Contents	16
I. Selection/Rejection Procedures	16
J. Non-Discrimination	16
K. Life of Proposals	17
Appendix A – Application Cover Sheet	18
Appendix B – City of Philadelphia Tax and Regulatory Status and Clearance Statement	19
Appendix C – City of Philadelphia Disclosure Forms	20
Appendix D - CBH Disclosure of Litigation Form	21

Table of Contents (continued)**Page Number**

Attachment #1 - Community Behavioral Health's Mitel Licenses	Posted on website with RFP
Attachment #2 - Specific Service Requirements	Posted on website with RFP
Attachment #3 - Proposal Questions to be Answered	Posted on website with RFP

I. Project Overview

A. Introduction/Statement of Purpose

Community Behavioral Health (CBH) is issuing this Request for Proposal (RFP) to solicit proposals from interested hosted Mitel voice service providers with documented expertise in providing hosted “Private Cloud” voice and ACD services. It is the intent of this RFP to solicit proposals from all qualified organizations possessing demonstrated specialized telecom services within the guidelines established in this RFP. The CBH Administrative Management team will be managing the contract.

B. Organizational Overview

The City of Philadelphia contracts with the Commonwealth of Pennsylvania Department of Human Services (PA-DHS) for the provision of behavioral health services to Philadelphia’s Medicaid recipients under Pennsylvania’s HealthChoices behavioral health mandatory managed care program. Services are funded on a capitated basis through this contractual agreement. The City of Philadelphia, through the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS), contracts with CBH to administer the HealthChoices program.

DBHIDS is comprised the Office of Behavioral Health which includes Mental Health and Addictions Services and Intellectual disAbility Services (IDS). DBHIDS contracts with Community Behavioral Health (CBH) to administer behavioral health care services for the City’s approximately 700,000 Medical Assistance recipients under Pennsylvania’s HealthChoices behavioral health mandatory managed care program. This integrated behavioral health system annually serves more than 118,000 people who are eligible for Medical Assistance, as well as those who are uninsured or underinsured. As a result, CBH manages a full continuum of medically necessary and clinically appropriate behavioral health services. CBH employs more than 500 people and has an annual revenue of approximately \$850 million.

The Department has a long history of providing innovative and groundbreaking services in Philadelphia for people in recovery, family members, providers and communities and has become a national model for delivering behavioral health care services in the public sector. We envision a Philadelphia where every individual can achieve health, well-being, and self-determination. The mission of DBHIDS is to educate, strengthen and serve individuals and community so that all Philadelphians can thrive. This is accomplished using a population health approach with an emphasis on recovery and resilience-focused behavioral health services and on self-determination for individuals with intellectual disabilities. Working with an extensive network of providers, DBHIDS provides services to persons recovering from mental health and/or substance use, individuals with intellectual disabilities, and families to ensure that they receive high quality services which are accessible, effective and appropriate.

This program will be administered by and receive oversight from CBH. CBH is committed to offering services to all Philadelphians. The mission of CBH is to meet the behavioral health needs of the Philadelphia community by assuring access, quality, and fiscal accountability through being a high performing, efficient, and nimble organization driven by quality, performance, and outcomes.

We envision CBH as a diverse, innovative, and vibrant organization in which we are empowered to support wellness, resiliency, and recovery for all Philadelphians.

C. Project Background

Community Behavioral Health (CBH) is issuing this Request for Proposal (RFP) to solicit proposals from interested hosted Mitel voice service providers with documented expertise in providing hosted “Private Cloud” voice and ACD services. Detailed requirements are shown in the scope of work section, Section II.

CBH has had a Mitel hosted solution in place for five years. It runs on the vendor’s server hardware in their data centers. It is currently connected to the current Mitel service provider by two fully redundant 30Mb dedicated circuits. In addition, should these two circuits be unavailable, service must be provided via CBH’s broad band Internet connection. CBH also uses home-based contact center agents extensively, and have approximately 275 staff who are equipped to telecommute.

The current LAN is a voice grade network. It is comprised primarily of PoE HP chassis switches with a 10 Gig fiber backbone.

The hosted solution will support four Behavioral Health Call Center groups.

D. Request for Proposals

CBH anticipates selecting one Applicant to provide all of the services specified in this RFP.

E. General Disclaimer

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any Applicant, is intended to be granted any rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP, shall become the property of CBH and may be subject to public disclosure by CBH.

II. Scope of Work

A. Project Details

Current Network

CBH has had a Mitel hosted solution in place for 5 years. It runs on the vendor’s server hardware in their data centers. It is currently connected to the current Mitel service provider by two fully redundant 30Mb dedicated circuits. In addition, should these two circuits be unavailable, service must be provided via CBH’s broad band Internet connection. CBH also uses home based contact center agents extensively.

The current LAN is a voice grade network. It is comprised primarily of PoE HP chassis switches with a 10 Gig fiber backbone.

****Please see Attachment #1 for a list of CBH’s Mitel licenses****

B. Services to be Provided/Required Tasks

CBH owns all Mitel user and application licenses and telephone instruments. A copy of the Application record ID can be found in Attachment #1. CBH does not own any servers or any other Mitel hardware needed to support the service. With this background in mind, Community Behavioral Health is seeking a firm to provide the following services:

- General hosted voice PSTN services for all staff and executives.
- Support for moves, adds, changes and special reporting of contact center performance
- Contact center (ACD) routing, reporting and management services.
- Extensive home agent capability using the employee's broadband Internet connection.
- Fully redundant dual private connectivity from CBH at 801 Market St, Philadelphia to the hosted provider's data centers.

****Please see Attachment #2 "Specific Requirements" ****

C. Monitoring

The CBH Administrative Management Team will be managing the contract. An individual from that unit will be identified as the point person for the work to be conducted under the contract that is developed through this RFP and will monitor those activities for the duration of the contract.

D. Reporting Requirements

Written progress reports will be required on a mutually agreed upon periodic basis to document the progress of the work to be performed but will be no less frequent than bi-monthly. In addition, CBH may request additional reports over the course of the contract.

E. Compensation/Reimbursement

Please see Section III.A.2.f Cost Proposal for information about compensation/reimbursement.

While CBH may award a contract based on the initial offer, an Applicant should make its initial offer on the most favorable terms available. CBH reserves the right, however, to have discussions with those potential consultants falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

F. Organization and Personnel Requirements

CBH is seeking a firm with the requisite skills and abilities to provide the services being sought through this RFP. The selected firm must have at least five (5) years of experience providing hosted contact center solutions. Bidders should include any credentials from any certifying organization that attest to the capabilities of the organization or of any of the individuals employed by the organization that will be working on the proposed project.

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project.

In this section, also state the intention, if that is the case, to utilize **subcontractors** to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the

subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled owned businesses. (Also, please note the disclosure of the use of subcontractors found in the attached Appendix C: City of Philadelphia Disclosure Forms).

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and persons with disabilities.
- Philadelphia-based Bidders.

G. Technology Capabilities

Applicants must have the technology capabilities required to perform the proposed activities in this RFP.

III. Proposal Format, Content, and Submission Requirements; Selection Process

A. Required Proposal Format

1. Format Structure

1.a. Proposal Cover Sheet

The cover sheet (see Appendix A) should be completed with the Bidder's information and included as the first page of the proposal.

1.b. Table of Contents

A table of contents should be included as the second page of the proposal with each section of the proposal included and with a page number for the first page of each section.

1.c. Format Requirements

Proposals must be prepared simply and economically. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using a Times New Roman font, single spaced on 8.5" by 11" sheets of paper with minimum margins of 1". Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal's being considered non-responsive. Each attachment, appendix or addendum must reference the corresponding section or subsection number.

All hard copy proposals should be submitted in a 3-ring binder with the Bidder's name on the cover.

2. Proposal Content

The proposal should follow the format below. Information should be complete and demonstrate that the consultant can perform the required work in a professional manner.

2.a. Bidder Profile/Statement of Qualification/Relevant Experience

Provide company contact information, including how long you have been in business, and the specific services you provide. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and organizational structure of the company. Organizational charts may be used to support appropriate aspects of this narrative and included as an attachment to your

proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include any examples of similar work in governmental, non-profit or human services related organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects.

2.b. Project Understanding and Proposed Scope of Work

****Please see Attachment #3 “Proposal Questions to be Answered” ****

2.c. Personnel

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certificates of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled owned businesses.

2.d. References

Please include references with contact information from at least three organizations that have used your firm’s hosted services in the past 3 years and have been customers for a minimum of 12 months.

2.e. Implementation Plan and Timeline

Provide a description of the project plan and timeline for installing the requested services.

2.f. Cost Proposal

Please provide a cost proposal based upon your best understanding of the scope of the project and the services to be delivered. This cost proposal should include the total estimated cost for the services installation and itemized monthly recurring charges. The list of monthly service charges should include, but are not be limited to:

- a. Recurring individual user fees of all types.
- b. Recurring network connection fees.
- c. Application fees if separate for such things as collaboration, contact center etc.
- d. Other recurring miscellaneous costs and fees.
- e. One time installation and set-up charges, with details.
- f. Detail how many minutes of long distance calling may be included in the proposal here for each type of calling, i.e. outbound LD, in-bound toll free and FAX calling.
- g. List the per minute LD and local calling rates.
- h. Include a sample monthly billing format as an attachment to the proposal.

CBH is a not for profit entity and is sales tax exempt.

Pricing detail can be presented as a spreadsheet attachment to the proposal.

2.g. Operational Documentation and Requirements

In this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- Tax Identification Number
- Letter attesting that all required federal, state and local taxes (including payroll taxes) for the past twelve (12) months have been paid
- In the case of for-profit organizations, group or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more.
- M/W/DSBE Status – For-profit Bidders

3. Terms of Contract

For the contract entered into by CBH as a result of this RFP, negotiations will be undertaken only with a successful Bidder whose bid, including all appropriate documentation, shows it to be qualified, responsible, and capable of providing the services required in the RFP.

The selected Bidder shall maintain full responsibility for maintenance of such insurances as may be required by law of employers, including but not limited to Worker’s Compensation, General Liability, Unemployment Compensation and Employer’s Liability Insurance, and Professional Liability and Automobile Insurance.

The Bidder, is required, per Chapter 17-1404 (1) of the Philadelphia Code, to disclose certain campaign contributions (defined as a provision of money, in-kind assistance, discounts, forbearance, or any other valuable thing) made during the last two years to any of the following:

- a. A candidate for nomination or election to any public office in the Commonwealth of Pennsylvania;
- b. An incumbent in any public office in the Commonwealth of Pennsylvania;
- c. A political committee or state party in the Commonwealth of Pennsylvania; or
- d. A group, committee, or association organized in support of any candidate, office holder, political committee, or state party in the Commonwealth of Pennsylvania.

Further, if the Bidder is an individual and makes campaign contributions totaling over \$2,500 in one calendar year to a candidate for City office or to an incumbent, the individual is not eligible to be a Contractor for over \$10,000 during that candidate or incumbent’s term in office.

Similarly, if the Bidder is a business (i.e. corporation, limited liability company, partnership association, joint venture, or any other legal entity) and makes campaign contributions totaling over \$10,000 in one calendar year to a candidate for City office or to an incumbent, the business is not eligible to be a Contractor for over \$25,000 during that candidate or incumbent’s term in office.

Please refer to the Philadelphia Code, Chapter 17-1404 for a more detailed list of disclosure requirements that might preclude your organization from consideration for an award of this RFP.

B. Minority/Women/People with Disabilities Owned Business Enterprises

CBH is a City-related agency and as such its contracted providers/vendors/consultants must cooperate with the intent of the local municipality regarding minority/women/disabled-owned business enterprises. It is the expectation of CBH that the selected Bidders will employ a “Best and Good Faith Efforts” approach to include certified minority, women and disabled businesses

(M/W/DSBE) in the services provided through this RFP where applicable and meet the intent of M/W/DSBE legislation.

The purpose of M/W/DSBE state legislation is to provide equal opportunity for all businesses and to assure that CBH funds are not used, directly or indirectly, to promote, reinforce or perpetuate discriminatory practices. CBH is committed to fostering an environment in which all businesses are free to participate in business opportunities without the impediments of discrimination and participate in all CBH contracts on an equitable basis.

- For-profit Bidders should indicate if their organization is a Minority (MBE), Woman (WBE), and/or Disabled (DSBE) Owned Business Enterprise and certified as such by an approved certifying agency and/or identified in the OEO Certification Registry. If the Bidder is M/W/DSBE certified by an approved certifying agency, a copy of certifications should be included with the proposal. Any certifications should be submitted as hard copy attachments to the original bid and copies that are submitted to CBH.
- Not-for-profit Bidders cannot be formally M/W/DSBE certified. CBH does utilize adapted state definitions to determine the M/W/DSBE status. Criteria are applied to not-for-profit entities to determine M/W/DSBE status in the CBH provider network, as follows (all criteria must be satisfied)
 - At least 51% of the board of directors must be qualified minority individuals and/or women and/or people with disabilities.
 - A woman or minority individual or person with a disability must hold the highest position in the company.
 - Minority groups eligible for certification include African Americans, Hispanic Americans, Native Americans, and Asian Americans.
 - Citizenship and legitimate minority group membership must be established through birth certificates, military records, passports, or tribal cards.
- Not-for-profit organizations may have sub-contracting relationships with certified M/W/DSBE for-profit organizations. Not-for-profits should include a listing of their M/W/DSBE certified sub-contractors, along with their certification information.
- For additional information regarding the Commonwealth of Pennsylvania's M/W/DSBE certification process, go to the following website:
www.dgs.state.pa.us/portal/server.pt/community/bureau_of_minority_and_women_business_opportunities/1358

C. City of Philadelphia Tax and Regulatory Status and Clearance Statement

As CBH is considered a quasi-governmental, City-related agency, prospective Bidders must meet certain City of Philadelphia requirements. It is the policy of the City of Philadelphia to ensure that each contractor and subcontractor has all required licenses and permits and is current with respect to the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), and is not in violation of other regulatory provisions contained in The Philadelphia Code. To assist the City, through its Department of Revenue and Department of Licenses and Inspections, in determining this status, each Bidder is required to complete and return with its proposal, a City of Philadelphia Tax Status and Clearance Statement Form (see Appendix B).

If the Bidder is not in compliance with the City's tax and regulatory codes, an opportunity will be provided to enter into satisfactory arrangements with the City. If satisfactory arrangements cannot be made within a week of being notified of their non-compliance, Bidders will not be eligible for award of the contract contemplated by this RFP.

All selected Bidders will also be required to assist the City in obtaining the above information from its proposed subcontractors (if any). If a proposed subcontractor is not in compliance with City Codes and fails to enter into satisfactory arrangements with the City, the non-compliant subcontractor will be ineligible to participate in the contract contemplated by this RFP and the selected Bidder may find it necessary to replace the non-compliant subcontractor with a compliant subcontractor. Bidders are advised to take these City policies into consideration when entering into their contractual relationships with proposed subcontractors.

Bidders need not have a City of Philadelphia Business Privilege Tax Account Number and Business Privilege License Number to respond to this RFP, but will, in most circumstances, be required to obtain one or both if selected for award of the contract contemplated by the RFP. Proposals for a Business Privilege Tax Account Number or a Business Privilege License may be made on line by visiting the City of Philadelphia Business Service site-<http://business.phila.gov/Pages/Home.aspx> and clicking on "Register Your Business." If you have specific questions, call the Department of Revenue at 215-686-6600 for questions related to City of Philadelphia Business Privilege Tax Account Number or the Department of Licenses and Inspections at 215-686-2490 for questions related to the Business Privilege License.

D. City of Philadelphia Disclosure Forms

Bidders and subcontractors are required to complete the City of Philadelphia Disclosure Forms (see Appendix C and separate website Attachment) to report campaign contributions to local and state political candidates and incumbents; any consultants used in responding to the RFP and contributions those consultants have made; prospective subcontractors; and whether Bidder or any representative of Bidder has received any requests for money or other items of value or advice on particular firms to satisfy minority-, woman- or disabled-owned business participation goals. These forms must be completed and returned with the proposal. The forms are attached as a separate PDF on the website posting.

For specifics regarding the eligibility of an individual or a business who has made a campaign contribution to be awarded a contract, please refer to Section III. A. 3 of this RFP.

E. CBH Disclosure of Litigation Form

The Bidder shall describe any pending, threatened, or contemplated administrative or judicial proceedings that are material to the Bidder's business or finances including, but not limited to, any litigation, consent orders or agreements between any local, state, or federal regulatory agency and the Bidder or any subcontractor the Bidder intends to use to perform any of the services described in this RFP. Failure to disclose any of the proceedings described above may be grounds for disqualification of the Bidder's submission. Complete and submit with your proposal the CBH Disclosure of Litigation Form (see Appendix D).

F. Selection Process

A review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the

goals of the RFP.

Submissions will be reviewed based upon the merits of the written response to the RFP.

Specific scoring criteria upon which the review will be based include:

1. Threshold Requirements

Threshold requirements provide a baseline for all proposals, which means they provide basic information that all Bidders must meet. Failure to meet all of these requirements may disqualify a Bidder from consideration through this RFP. Threshold requirements include timely submission of a complete bid with all sections outlined in Section III. A. completed. Threshold requirements include having the requisite experience and qualifications to implement the service, and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Bidder's financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected, if, in CBH's judgment, the Bidder has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Bidder; is financially or technically incapable; or is otherwise not a responsible Bidder.

CBH reserves the right to conduct investigations with respect to financial, technical and other qualifications, and references without notice to the Bidder.

Bidders that do not meet all of the threshold requirements may have their proposals disqualified. For Bidders meeting the threshold requirements, the scoring criteria for this RFP upon which the review will be based are as follows:

- Bidder's demonstrated qualifications and relevant experience. **(35 pts.)**
- Appropriateness of project approach and effectiveness of proposed project plan and timetable **(15 pts.)**
- Appropriateness of staffing to complete the project and provide on-going service **(15 pts.)**
- Proposed services installation and on-going cost. **(35 pts.)**

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and disabled persons
- Philadelphia-based Bidder

IV. Proposal Administration

A. Procurement Schedule

The anticipated procurement schedule is as follows:

RFP Events	Deadline Date
RFP Issued	September 7, 2018
Deadline to Submit Questions	September 19, 2018
Answers to Questions posted on website	September 26, 2018
Submission of Intent to Bid*	October 3, 2018
Proposal Submission Deadline	October 18, 2018 @ 2:00 PM
Bidders Identified for Contract Negotiations	December 14, 2018

CBH reserves the right to modify the schedule as circumstances warrant.

CBH reserves the right to clarify questions on the three Attachments posted with this RFP.

This RFP is issued on September 7, 2018. *In order to be considered for selection, all Bidders must submit an Intent to Bid via e-mail to hans.leach@phila.gov by October 3, 2018. Following this, all applications must be delivered to the address below no later than 2:00 PM on October 18, 2018.

Community Behavioral Health
801 Market Street
7th Floor
Philadelphia, PA 19107
Attn: Hans Leach

- Bid packages should be marked “**Hosted Private Cloud Voice Services RFP**”. Bids submitted by any means other than mailing, courier, or hand delivery will not be accepted.
- ****Bidders must submit six (6) hard copies of the application in a 3-ring binder as described previously, along with six (6) electronic versions of the bid prepared as a PDF document placed onto a flash drive clearly marked as signed original bid, i.e. six packages containing a hard copy and an electronic copy each of your application.**
- Bids submitted after the deadline date and time will be returned unopened.
- The individual Bidder or an official of the submitting organization, authorized to bind the bidding organization to all provisions noted in the bid, must sign the cover sheet of the bid.

****Please note that this submission requirement is different from submission requirements for most CBH Administrative Procurements.**

B. Questions Relating to the RFP

All questions concerning this RFP must be submitted in writing via email to Hans Leach at hans.leach@phila.gov by September 19, 2018. CBH will respond to questions it considers

appropriate to the RFP and of interest to all Bidders, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the DBHIDS website by September 26, 2018. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting, by posting the modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH. Contact with other CBH staff, or other related staff, regarding this RFP is not permitted and failure to comply with this restriction could result in disqualification.

C. Interviews/Presentations

Bidders may be required to make an oral presentation concerning various aspects of their bid to CBH. Such presentations provide an opportunity for Bidders to clarify their bid to insure a thorough and mutual understanding. CBH will schedule such presentations on an as-needed basis.

D. Term of Contract

The initial contract resulting from this RFP will start within 90 days of receipt of the award letter and will apply until CBH deems the project completed. **The initial contract will be a one-year contract, with the option of four subsequent one-year renewals.** Continuation of funding is contingent upon the availability of funds, quality of service being provided and contract compliance. All contracts become binding on the date of signature by the Applicant's Chief Executive Officer and Community Behavioral Health's Chief Executive Officer. CBH reserves the right to re-issue all or part of the RFP if it is not able to establish acceptable providers for any or all services. CBH also reserves the right to amend contracts throughout the contract period, and to renegotiate the contract length as needed.

V. General Rules Governing RFPs/Bids; Reservation of Rights; Confidentiality and Public Disclosure

A. Revisions to RFP

CBH reserves the right to change, modify or revise the RFP at any time. Any revision to this RFP will be posted on the DBHIDS website with the original RFP. It is the Bidder's responsibility to check the website frequently to determine whether additional information has been released or requested.

B. City/CBH Employee Conflict Provision

City of Philadelphia or CBH employees and officials are prohibited from submitting a bid in response to this RFP. No bid will be considered in which a City or CBH employee or official has a direct or indirect interest. Any bid may be rejected that, in CBH's sole judgment, violates these conditions.

C. Proposal Binding

By signing and submitting its proposal, each Bidder agrees that the contents of its proposal are available for establishment of final contractual obligations for a minimum of 180 calendar days from the proposal deadline for this RFP. A Bidder's refusal to enter into a contract which reflects the terms and conditions of this RFP or the Bidder's proposal may, in the CBH' sole discretion, result in rejection of Bidder's proposal.

D. Reservation of Rights

By submitting its response to this notice of Request for Proposals as posted on the DBHIDS website, the Bidder accepts and agrees to this Reservation of Rights. The term “Notice of Request for Proposals,” as used herein, shall mean this RFP and include all information posted on the DBHIDS website in relation to this RFP.

1. Notice of Request for Proposals (RFP)

CBH reserves the right, and may, in its sole discretion, exercise any one or more of the following rights and options with respect to this notice of contract opportunity:

- (a) to reject any and all Bids and to reissue this RFP at any time;
- (b) to issue a new RFP with terms and conditions substantially different from those set forth in this or a previous RFP;
- (c) to issue a new RFP with terms and conditions that are the same or similar as those set forth in this or a previous RFP in order to obtain additional Bids or for any other reason CBH determines to be in their best interest;
- (d) to extend this RFP in order to allow for time to obtain additional Bids prior to the RFP bid deadline or for any other reason CBH determines to be in its best interest;
- (e) to supplement, amend, substitute or otherwise modify this RFP at any time prior to issuing a notice of intent to develop a provider agreement or contract.
- (f) to cancel this RFP at any time prior to the execution of a final provider agreement or contract whether or not a notice of intent to develop a provider agreement or contract has been issued, with or without issuing, in CBH’s sole discretion, a new RFP for the same or similar services;
- (g) to do any of the foregoing without notice to Bidders or others, except such notice as CBH, in its sole discretion, elects to post on the DBHIDS website.

2. Proposal Selection and Contract Negotiation

CBH may, in its sole discretion, exercise any one or more of the following rights and options with respect to bid selection:

- (a) to reject any bid if CBH, in its sole discretion, determine the bid is incomplete, deviates from or is not responsive to the requirements of this RFP, does not comply with applicable law, is conditioned in any way, or contains ambiguities, alterations or items of work not called for by this RFP, or if CBH determines it is otherwise in their best interest to reject the bid;
- (b) to reject any bid if, in CBH’s sole judgment, the Bidder has been delinquent or unfaithful in the performance of any contract with CBH or with others; is delinquent, and has not made arrangements satisfactory to CBH, with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City; is not in compliance with regulatory codes applicable to Bidder; is financially or technically incapable; or is otherwise not a responsible Bidder;
- (c) to waive any defect or deficiency in any bid, including, without limitation, those identified in subsections 1) and 2) preceding, if, in CBH’s sole judgment, the defect or deficiency is not material to the bid;
- (d) to require, permit or reject, in CBH’s sole discretion, amendments (including, without limitation, information omitted), modifications, clarifying information, and/or corrections to their Bids by some or all of the Bidders at any time following bid submission and before the execution of a final provider agreement or contract;

- (e) to issue a notice of intent to develop a provider agreement or contract and/or execute a provider agreement or contract for any or all of the items in any bid, in whole or in part, as CBH, in its sole discretion, determine to be in CBH's best interest;
- (f) to enter into negotiations with any one or more Bidders regarding price, scope of services, or any other term of their Bids, and such other agreement or contractual terms as CBH may require, at any time prior to execution of a provider agreement or contract, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued to any Bidder and without reissuing this RFP;
- (g) to enter into simultaneous, competitive negotiations with multiple Bidders or to negotiate with individual Bidders, either together or in sequence, and to permit or require, as a result of negotiations, the expansion or reduction of the scope of services or changes in any other terms of the submitted Bids, without informing other Bidders of the changes or affording them the opportunity to revise their Bids in light thereof, unless CBH, in its sole discretion, determine that doing so is in and CBH's best interest;
- (h) to discontinue negotiations with any Bidder at any time prior to the execution of a provider agreement or contract, whether or not a notice of intent to develop a provider agreement or consultant contract has been issued to the Bidder, and to enter into negotiations with any other Bidder, if CBH, in its sole discretion, determine it is in the best interest of CBH to do so;
- (i) to rescind, at any time prior to the execution of a provider agreement or contract, any notice of intent to develop a provider agreement or consultant contract to an Bidder, and to issue or not issue a notice of intent to develop a provider agreement or consultant contract to the same or a different Bidder and enter into negotiations with that Bidder, if CBH, in its sole discretion, determine it is in the best interest of CBH to do so;
- (j) to elect not to enter into any provider agreement or contract with any Bidder, whether or not a notice of intent to develop a provider agreement or contract has been issued and with or without the reissuing this RFP, if CBH determines that it is in CBH's best interest to do so;
- (k) to require any one or more Bidders to make one or more presentations to CBH at CBH's offices or other location as determined by CBH, at the Bidder's sole cost and expense, addressing the Bidder's bid and its ability to achieve the objectives of this RFP;
- (l) to conduct on-site investigations of the facilities of any one or more Bidders (or the facilities where the Bidder performs its services);
- (m) to inspect and otherwise investigate projects performed by the Bidder, whether or not referenced in the bid, with or without consent of or notice to the Bidder;
- (n) to conduct such investigations with respect to the financial, technical, and other qualifications of each Bidder as CBH, in its sole discretion, deem necessary or appropriate;
- (o) to permit, at CBH's sole discretion, adjustments to any of the timelines associated with this RFP, including, but not limited to, extension of the period of internal review, extension of the date of provider agreement or consultant contract award and/or provider agreement or consultant contract execution, and extensions of deadlines for implementation of the proposed project; and
- (p) to do any of the foregoing without notice to Bidders or others, except such notice as CBH, in its sole discretion, elects to post on the DBHIDS website.
- (q) While CBH may award a contract based on the initial offer, Bidders should make their initial offer on the most favorable terms available. CBH reserves the right, however, to have discussions with those potential bidders falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

3. Miscellaneous

- (a) Interpretation; Order of Precedence. In the event of conflict, inconsistency or variance between the terms of this Reservation of Rights and any term, condition or provision contained in any RFP, the terms of this Reservation of Rights shall govern.
- (b) Headings. The headings used in this Reservation of Rights do not in any way define, limit, describe or amplify the provisions of this Reservation of Rights or the scope or intent of the provisions, and are not part of this Reservation of Rights.

E. Confidentiality and Public Disclosure

The successful Bidder shall treat all information obtained from CBH that is not generally available to the public as confidential and/or proprietary to CBH. The successful Bidder shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. The successful Bidder agrees to indemnify and hold harmless CBH, its officials and employees, from and against all liability, demands, claims, suits, losses, damages, causes of action, fines and judgments (including attorney's fees) resulting from any use or disclosure of such confidential and/or proprietary information by the successful Bidder or any person acquiring such information, directly or indirectly, from the successful Bidder.

By preparation of a response to this RFP, bidders acknowledge and agree that CBH, as a quasi-public corporation, is subject to state and local public disclosure laws and, as such, is legally obligated to disclose to the public documents, including Bids, to the extent required hereunder. Without limiting the foregoing sentence, CBH's legal obligations shall not be limited or expanded in any way by a Bidder's assertion of confidentiality and/or proprietary data.

F. Incurring Costs

CBH is not liable for any costs incurred by Bidders for work performed in preparation of a response to this RFP.

G. Prime Contractor Responsibility

The selected bidder will be required to assume responsibility for all services described in their Bids whether or not they provide the services directly. CBH will consider the selected bidder as sole point of contact with regard to contractual, installation and on-going service matters.

H. Disclosure of Proposal Contents

Information provided in Bids will be held in confidence and will not be revealed or discussed with competitors. All material submitted as part of the RFP process becomes the property of CBH and will only be returned at CBH's option. Bids submitted to CBH may be reviewed and evaluated by any person other than competing Bidders. CBH retains the right to use any/all ideas presented in any reply to this RFP. Selection or rejection of a bid does not affect this right.

I. Selection/Rejection Procedures

The Bidder whose submission is selected by CBH will be notified in writing as to the selection, and the selection will also be posted on the DBHIDS website. Information will be provided in this letter as to any issues within the bid that will require further discussion or negotiation with CBH. This letter should not be considered as a letter of award. A formal letter of award will be forthcoming at such time when mutual agreement has been reached by the parties on all issues pertaining to the bid. Bidders whose submissions are not selected will also be notified in writing by CBH.

J. Non-Discrimination

The successful Bidder, as a condition of accepting and executing a contract with CBH through this RFP, agrees to comply with all relevant sections of the Civil Rights Act of 1964, the Pennsylvania Human Relations Act, Section 504 of the Federal Rehabilitation Act of 1973, and the Americans with Disabilities Act, hereby assuring that:

The contractor does not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, sexual orientation, handicap or disability in providing services, programs or employment or in its relationship with other contractors.

K. Life of Proposals

CBH expects to select the successful Bidder as a result of this RFP within approximately 90 days of the submission deadline. However, proposals that are submitted may be considered for selection up to 180 days following the submission deadline of this RFP. By submission of a proposal, respondents agree to hold the terms of their proposal open to CBH for up to 180 days following the submission deadline.

APPENDIX A

RFP RESPONSE COVER SHEET

COMMUNITY BEHAVIORAL HEALTH

Hosted Voice Telephone Services

CORPORATE NAME OF
BIDDING ORGANIZATION _____

CORPORATE ADDRESS _____

CITY _____ STATE _____ ZIP _____

MAIN CONTACT PERSON _____

TITLE _____ TELEPHONE # _____

E-MAIL ADDRESS _____ FAX # _____

SIGNATURE OF OFFICIAL AUTHORIZED TO BIND APPLICANT TO A CONTRACT TITLE

TYPED NAME OF AUTHORIZED OFFICIAL IDENTIFIED ABOVE

DATE SUBMITTED _____

Revised November, 2012

APPENDIX B

**CITY OF PHILADELPHIA TAX AND REGULATORY
STATUS AND CLEARANCE STATEMENT
FOR APPLICANTS**

THIS IS A CONFIDENTIAL TAX DOCUMENT NOT FOR PUBLIC DISCLOSURE

This form must be completed and returned with Bidder’s proposal in order for Bidder to be eligible for award of a contract with the City. Failure to return this form will disqualify Bidder’s proposal from further consideration by the contracting department. Please provide the information requested in the table, check the appropriate certification option and sign below:

Bidder Name	
Contact Name and Title	
Street Address	
City, State, Zip Code	
Phone Number	
Federal Employer Identification Number or Social Security Number:	
Philadelphia Business Income and Receipts Tax Account Number (f/k/a Business Privilege Tax) (if none, state “none”)*	
Commercial Activity License Number (f/k/a Business Privilege License) (if none, state “none”)*	

____ I certify that the Bidder named above has all required licenses and permits and is current, or has made satisfactory arrangements with the City to become current with respect to the payment of City taxes or other indebtedness owed to the City (including, but not limited to, taxes collected by the City on behalf of the School District of Philadelphia), and is not in violation, or has made satisfactory arrangements to cure any violation, or other regulatory provisions applicable to Bidder contained in The Philadelphia Code.

____ I certify that the Bidder named above does not currently do business, or otherwise have an economic presence in Philadelphia. If Bidder is awarded a contract with the City, it promptly will take all steps necessary to bring it into compliance with the City’s tax and other regulatory requirements.

Authorized Signature

Date

Print Name and Title

* You can apply for a City of Philadelphia Business Income and Receipts Tax Account Number or a Commercial Activity License on line after you have registered your business on the City’s Business Services website located at <http://business.phila.gov/Pages/Home.aspx>. Click on “Register” or “Register Now” to register your business.

APPENDIX C

CITY OF PHILADELPHIA DISCLOSURE FORMS

The City of Philadelphia Disclosure Forms may be found on the DBHIDS Website along with this posted RFP.

APPENDIX D

CBH Disclosure of Litigation Form

The Bidder shall describe in the space below any pending, threatened, or contemplated administrative or judicial proceedings that are material to the Bidder's business or finances including, but not limited to, any litigation, consent orders or agreements between any local, state, or federal regulatory agency and the Bidder or any subcontractor the Bidder intends to use to perform any of the services described in this RFP.

Not Applicable

Signature

Print Name

Date

Company or Agency Name