

City of Rochester
Request for Proposals
Evaluation of the Person in Crisis Team

Proposals to be received by **12:00 PM**

December 9, 2024

Submit Proposals to:

Sarah Fletcher

Deputy Commissioner

Department of Recreation and Human Services

City of Rochester

57 St. Paul St

Rochester, NY 14604

Sarah.Fletcher@CityofRochester.Gov

REQUEST FOR PROPOSAL

The City of Rochester is seeking proposals from a qualified Consultant (“Consultant”) to provide an evaluation of the City of Rochester’s Person in Crisis (PIC) team. This evaluation will assess the effectiveness of the PIC team, as well as make recommendations that will help shape the future direction of the team (the “Project”).

BACKGROUND

The City of Rochester (City) launched the Crisis Intervention Services (CIS) Unit within the Department of Recreation and Human Services (DHRS) in the fall of 2020 after receiving calls from the community to have a different, non-police response to mental health crises. At the time, the Unit was to include the newly-formed homicide response (HRT) and Person in Crisis (PIC) teams, as well as the Rochester Police Department’s Family Crisis Intervention Team (FACIT) and Victim Assistance Unit (VAU). The thinking behind the creation of the original unit was that it would enable DRHS to offer the community non-law enforcement support during crises as well as a human services approach to assisting crime victims. Since then, the Unit was reconfigured, and condensed into three teams -- the HRT, PIC, and the Community Support Team (CST), formerly the FACIT and VAU teams. The goal of the CIS is to create comprehensive, community-based response to support victims and families dealing with homicides, mental health, domestic violence, and other related crises. To find out more about the CIS, please visit: <https://www.cityofrochester.gov/departments/departments-recreation-and-human-services/crisis-intervention-services>

Initially, PIC was formed as a pilot based on the CAHOOTS (Crisis Assistance Helping Out on the Streets) model from Eugene, Oregon. The original goal was to have non-law enforcement mental health professionals, specially trained social workers, respond to community members experiencing a mental health crisis to de-escalate, assist with connection to long-term resources, and provide very short-term case management. The PIC team was designed as an attempt to decrease the number of arrests and hospitalizations of those experiencing a mental health crisis. PIC launched on January 21, 2021 after a 90-day start-up period. During the start-up period, it was determined that PIC could be dispatched by both 911 and 211, depending on the acuity of the call. After a review of 911 call type data, it was decided that PIC could safely respond to mental health calls coded as 25A1, 25A2, and 25B3, which meant that about 43% of all mental health calls would be diverted away from police. Please see **Attachment A**, which is the Person in Crisis Team Pilot Plan, dated January 4, 2021.

Since PIC’s launch in January of 2021, the team has grown in the number of Emergency Response Social Workers and calls to which the team responds. The entire PIC team is comprised of a Manager, two Supervisors, one Clinical Supervisor, 13 full-time Emergency Response Social Workers, one full-time Peer Navigator, two part-time Emergency Response Social Workers, and seven on-call Emergency Response

Social Workers. A team of two Emergency Response Social Workers can get dispatched by 911, 211 or the new suicide prevention hotline 988 to mental and behavioral health, domestic violence, homelessness, substance use, wellness checks, youth-related issues, elderly needs, family/neighbor intervention, fire fatalities, death in the home, and other calls involving family and community crises. Depending on the nature of the call, they can go out to the scene with or without police, with or without emergency medical services, or with or without the fire department. To find more information regarding the Person in Crisis Team, please visit: <https://www.cityofrochester.gov/departments/department-recreation-and-human-services/person-crisis-team-0>

In this Request for Proposals (RFP), the City has set aside \$100,000 for a professional service agreement (PSA – **Attachment B**) with a Consultant who has the experience in reviewing and analyzing program data, has the understanding of best practices in the emerging field of mobile crisis response, and is familiar with the needs of Rochester residents who are in crisis. The Consultant will have access to the newly launched CIS database, 911 call data, and the first PIC evaluation to make recommendations to the City regarding the next phase of the PIC team. Specifically, the City is interested in learning about gathering qualitative data from past recipients of PIC services, what call types PIC should be responding to, potential non-City funding sources for the team, and the next steps for the team as PIC enters the fifth year of operations.

TIMELINE

Activity	Time	Date
RFP Release	9:00 AM	10/8/2024
Deadline for questions	12:00 PM	10/21/2024
Response for questions submitted		11/12/2024
Proposals due	12:00 PM	12/9/2024
Consultant Selection and Award Notification		12/20/2024
City Council Approval of agreement with Consultant	6:00 PM	2/18/2025
Agreement Start Date		3/15/2025

The dates shown above may be subject to change within the City of Rochester's sole discretion and upon written notification as set forth herein.

COMMUNICATIONS

All communications by parties who have indicated an intent to submit or have submitted a proposal in response to this RFP ("Respondents"), including any questions or requests for clarifications, submission of the proposal, requests for status updates about the proposal selection process and any other inquiries whatsoever concerning this RFP shall be sent, in writing, to the following City staff person ("City Contact"):

Sarah Fletcher, Deputy Commissioner
Department of Recreation and Human Services
City of Rochester
57 St. Paul St
Rochester, NY 14604

No contact is permitted with any other City staff member with regard to this RFP during the RFP process unless specifically authorized in writing. Prohibited contact may be grounds for disqualification.

To ensure that all Respondents have a clear understanding of the scope and requirements of this RFP, the City will respond to all timely questions submitted via e-mail to the City Contact by the question deadline stated above. Questions and the responding answers will be sent via e-mail to all Respondents who have provided an e-mail address to the City Contact and will be posted on the City's web page for this RFP. The City's failure to timely respond or provide responses to any questions shall not delay or invalidate the City's right to make a decision to award an agreement pursuant to this RFP.

The City will make every reasonable effort to keep Respondents informed about the RFP process. Notifications about Timeline date changes, amendments to the RFP and other information about the RFP will be sent by e-mail to Respondents who have provided an e-mail address to the City Contact and will be posted on the City's website for this RFP. The City's failure to provide such information shall not delay or invalidate the City's right to make a decision to award an agreement pursuant to this RFP.

SCOPE OF SERVICES

The City is seeking the services of a Consultant to provide an evaluation of and recommendations for the Person in Crisis team. Respondent's proposal shall address each of the following services. The proposal shall address each of the requested services, using the same identifying language, including any paragraph or section numbers or letters as used in the RFP.

1. Review data to understand if PIC is meeting the original goals:
 - a. To reduce the number of people in a mental health crisis from entering the criminal justice system
 - b. To reduce the number of people in a mental health crisis from entering the hospital
 - c. To reduce the need for police when responding to a mental health call

- d. If PIC is not meeting these goals, then provide recommendations as to how PIC could provide better outcomes for people experiencing a mental health crisis
2. Review PIC Funding levels
 - a. Understand if PIC has a positive return on investment
 - b. Make recommendations for non-City sources of funding for the PIC and Crisis Intervention Services unit
3. Understand the impact that PIC is making on people who receive PIC services and the wider Rochester community
 - a. Make recommendations for an effective and efficient qualitative feedback process
4. Review and make recommendation on 911 call types that are appropriate for a PIC-only or Co-response
5. Ensure that the quantitative data that the team is currently collecting is effective for PIC and City leadership to make decisions about the direction of the team
6. Review other mobile crisis teams from across the nation to ensure that PIC is in-line with best practices in the emerging field
7. Make recommendations for next steps for PIC
8. Any additional services that the Respondent can provide to the City with regards to the PIC team

PROPOSAL PREPARATION AND SUBMISSION PROCESS

Proposals must be postmarked or received by the City no later than **December 9, 2024 at 12:00 PM**. All proposals shall be in PDF format and emailed to the address listed below. The email with the proposal as the attachment shall have the subject as "Respondent's Name – PIC Evaluation Proposal".

Sarah Fletcher, Deputy Commissioner
Department of Recreation and Human Services
City of Rochester
Sarah.Fletcher@CityofRochester.Gov

This RFP is designed to facilitate the evaluation and selection of a Consultant that is best able to achieve the City's objectives. The proposal shall be no longer than ten (10) pages, excluding attachments, with 1-inch margins and 12 pt. Times New Roman font.

All pages shall be numbered including major sections and all attachments shall be referenced in the table of contents. In order to enable the City to effectively review the information contained in the proposals, proposals shall reference the numbered and lettered sections of the RFP. The response to each section shall be clearly indicated and addressed or an explanation provided for why the Respondent is not submitting a proposal for a specific section or requirement of the RFP.

Each proposal shall be signed by an individual authorized to enter into and execute contracts on the Respondent's behalf. Unless otherwise specified in its proposal, Respondent represents that it is capable of meeting or exceeding all requirements specified in this RFP.

Submission of a proposal shall be deemed authorization for the City to contact Respondent's references. Evaluation of proposals will be conducted by the City based on information provided in the Respondent's proposals and on such other available information that the City determines to be relevant. The evaluation of proposals may include an on-site assessment, meetings with authorized personnel, and may involve the use of a third-party consultant.

The Respondent selected by the City will be required to enter into a Professional Services Agreement (PSA) with the City (see Attachment B, the City's standard PSA form). The establishment of a PSA is contingent upon approval by City Council for all Agreements in excess of \$20,000 or for a period of more than one year and upon the availability of funds for such an agreement. Unless otherwise stated in the proposal, the Respondent's response to this RFP shall be deemed its acceptance of the terms of this PSA. (Note: Attention is directed to the City's Living Wage requirements and MWBE and Workforce Utilization Goals)

Respondents shall provide sufficient information in their written proposals to enable the City review team to make a recommendation to the Mayor. The City reserves the right to invite any or all Respondents to an interview to discuss their proposal. Any expenses resulting from such an interview will be the sole responsibility of the Respondent. The City is under no obligation to select any of the responding Respondents or to conduct the Project described herein. The City may amend or withdraw the RFP at any time, within its sole discretion. The City shall have no liability for any costs incurred in preparing a proposal or responding to the City's requests with respect to the proposal.

PROPOSAL CONTENT

The proposal should include the following information in the order specified:

1. Executive Summary: one-page executive summary, which should be included in the overall page limit, and summarizes:
 - a. The Respondent's understanding of the Project and unique value the Respondent will bring to the Project
 - b. The methodology the Respondent is proposing to use to achieve all of the deliverables in the Scope of Services section of this RFP
 - c. The Respondent's relevant experience working on an evaluation of similar scope and size
 - d. Names, titles, and relevant experience of key staff who will be working on the Project
 - e. If applicable, the name of any subcontractors the Respondent plans to work with and their role on the Project

2. Description of Services: Methodology the Respondent will use to perform the services required in this RFP. The proposal should address, in detail, the tasks as described in the Scope of Services, identified by numbered or lettered sections.

3. Respondent's Qualifications: Information about the Respondent and its qualifications for this Project. Include information about prior engagements similar to that being solicited herein by the City. Documented evidence of the Respondent's capacity to perform the work, including references, contact names, and phone numbers.
4. Project Budget: Describe the proposed cost structure and narrative that describes what the cost includes. The budget shall not exceed \$100,000.
5. Project personnel: The name and resume of the Respondent's lead person for the Project. Names, resumes, and roles of all staff who will be involved in the Project.
6. Subcontractors, if applicable: Names, resumes, and roles of sub-contractors, associates, or any non-employees who will be involved in the Project. Outline the role that the subcontractor will have in the project.
7. Rochester presence: Information about Respondent's presence in the City of Rochester and/or any collaborative relationships with local firms that are to be formed for this Project.
8. Timeline: Describe in detail the time it will take to complete all of the tasks outlined in the Scope of Services Section of this RFP.
9. MWBE: Statement as to whether or not the Respondent is a New York State-certified minority or women-owned business enterprise (MWBE) firm, will use bona fide MWBE subcontractors and the percentage of the workforce utilized to perform the work of this contract who will be either Minority (M) or Women (W), including both the Consultant's workforce and that of any subcontractors who will be utilized.
 - a. **Attachment C**: City of Rochester MWBE Utilization form
 - b. **Attachment D**: City of Rochester Workforce Utilization form

EVALUATION CRITERIA

The following is a summary of the proposal evaluation criteria. It is within the City's sole discretion to determine the value assigned to each of these criteria.

Proposal: The Respondent's comprehension of the needs of the City as demonstrated by its description of its approach to the elements listed in the Scope of Services section of this RFP.

Experience: The Respondent's relevant experience in completing a project of similar size and scope

References: Evaluation of the Respondent's work for previous clients receiving similar services to those proposed in this RFP.

MWBE and Workforce Goals: The City of Rochester desires to encourage minority and women owned (MWBE) businesses to participate in opportunities to enter into PSAs with the City and to encourage minorities and women in the workforce. Pursuant to Ordinance No. 2018-54, the City

has a goal that 30% of the aggregate annual contract awards for professional service contracts over \$10,000 be awarded to minorities (M) (15%) and women (W) (15%). The City has also established minority workforce goals of 20% M and 6.9% W for professional services consulting contracts. For more information please see <http://www.cityofrochester.gov/mwbe>.

Respondents shall be awarded MWBE bonus weighting as follows:

1. The City will give preference to Consultants who are New York State certified MWBEs. Consultants who meet this requirement shall receive **an additional weighting of 10%**.
2. The City will give preference to Consultants who utilize state certified MWBE subcontractors with bona fide offices and operations in the Empire State Development Finger Lakes Region, which includes the following counties: Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates. State-certified MWBEs from outside the Region may be counted if there are insufficient businesses in the Region to perform the specialized work or consulting services required. If one or more MWBE subcontractors will perform 10% to 20% of the work of the contract – measured as either a percent of the total contract amount or as a percent of the total full-time-equivalent labor hours budgeted for this project, the consultant shall receive **an additional weighting of 5%**. If MWBE subcontractors will perform more than 20% of the work of the contract, the Consultant shall receive an **additional weighting of 10%**.
3. Respondents shall provide sufficient documentation with their proposal to support the additional preference weighting as an MWBE Consultant or for use of MWBE subcontractors. If one or more MWBE subcontractors are proposed, they must be named and the size of the subcontract identified. If selected, the Respondent shall submit an MWBE Utilization Plan on the City's form for approval by the MWBE Officer. Once approved, the Utilization Plan shall be incorporated into the PSA.
 - a. If the total amount of a PSA is increased by 5% or more at any time during the term of the PSA, the Consultant shall submit a revised MWBE Utilization Plan for approval by the MWBE Officer. The MWBE Officer may also issue a revised MWBE Utilization Plan for unforeseen changes in the availability of MWBE subcontractors during the term of the PSA.
4. The City will give preference to Consultants who meet or exceed the City's workforce goals, which are: 20% M and 6.9% W. Consultants who demonstrate that their and/or their subcontractors' workforce on this Project meets or exceeds these goals shall receive an **additional weighting of 10%**. If selected, the Respondent shall submit a Workforce Staffing Plan on the City's Form for review by the MWBE Officer. Once reviewed, the Workforce Staffing Plan shall be incorporated into the PSA. The calculated percentages of workforce utilization shall be based on actual hours worked and billed over the term of the project. The final determination of a workforce goals

accomplished during the contract shall be based on hours reported in the workforce utilization reports.

5. If selected, the Respondent shall provide MWBE utilization and subcontractor/supplier payment certification and/or workforce utilization reports on the City's forms. These reports shall be submitted with each invoice or as otherwise requested by the MWBE Officer.
6. A failure to submit the required subcontractor/supplier payment certification and/or workforce utilization reports shall constitute a default in the performance of the Agreement subject to potential termination for default by the City. In addition, if the selected Respondent fails to meet the most recent MWBE Utilization Plan and/or Workforce Staffing Plan, for which additional weight was awarded by the end of the PSA, such failure may result in disqualification from award of future contracts with the City.
7. Summary of additional evaluation weighting points for MWBE and Workforce Goals:

Category of Additional Evaluation Points	Additional Weight Awarded
Respondent is New York State Certified MWBE	10%
Utilize MWBE Subcontractors for 10-20% of work	5%
Utilize MWBE Subcontractors for more than 20% of work	10%
Meet or exceed workforce goals of 20% M and 6.9% W	10%

Other Criteria: Other criteria may be considered and evaluated by the City if it is determined to be in the best interest of the City and the success of the Project to do so.

The selection of a Consultant is within the City's sole discretion and no reasons for rejection or acceptance of a proposal are required to be given. Although costs are an important consideration, the decision will be based on qualifications and compliance with the requirements of this RFP and not solely on cost. The City reserves the right to reject any or all proposals or to accept a proposal that does not conform to the terms set forth herein. The City further reserves the right to waive or modify minor irregularities in the proposals and negotiate with Consultants to serve the City's best interest.

MISCELLANEOUS

The City reserves the right to amend or withdraw this RFP in the City's sole discretion, including any timeframes herein, upon notification of all Respondents as set forth above, and in such case, the City shall have no liability for any costs incurred by any Respondent.

The City may request additional information from any Respondent to assist the City in making its evaluation.

The proposal and all materials submitted with the proposal shall become property of the City and will be subject to NYS Freedom of Information Law. If any proprietary information is submitted with the proposal, it must be clearly identified and a request to keep such information confidential must be submitted.

Submission of a proposal shall constitute a binding offer by Respondent to provide the services at the prices described therein until such time as the parties enter into a PSA.

Attachment A

January 2019 PSA Form