



Finance Department
Purchasing Division

**REQUEST FOR PROPOSALS (RFP)
Specification No. 22-11533-C
FOR
Specialized Care Unit Provider
PROPOSALS WILL NOT BE OPENED AND READ PUBLICLY**

ADDENDUM "B"
July 29, 2022

Dear Proposer:

Questions received from proposers along with answers are attached.

Also, view the [recording of the Bidder's Conference](#) from Monday, July 18 for more information.

Proposals/bids must be received no later than 2:00 pm, on August 23, 2022 All responses should be sent via email to purchasing@cityofberkeley.info and have "**Specialized Care Unit Provider**" and **Specification No. 22-11533-C** indicated in the subject line of the email. Please submit one (1) PDF of the technical proposal. Corresponding cost proposal shall be submitted as a separate PDF document.

Proposals will not be accepted after the date and time stated above.

We look forward to receiving and reviewing your proposal.

Sincerely,

Darryl Sweet
General Services Manager

Addendum “B”

Questions and Answers for Specification No. 22-11533-C Specialized Care Unit Provider

The City of Berkeley has received questions from some potential respondents regarding **Specification No. 22-11533-C, Specialized Care Unit Provider**. In an effort to provide the same information to all, listed below are the questions received to date, with responses from City staff.

1. Q. How big is the SCU Team?

1. A. During Phase 1, one team will be in the field at a given time, with the intention of scaling up to three teams on rotation.

2. Q. What are the hours of operation for the SCU?

2. A. The SCU will be built out to support 24/7 services, however we recognize that hiring and onboarding takes time. During the ramp-up phase, exact program hours can be discussed and agreed upon with the City of Berkeley.

3. Q. How many calls can the SCU expect daily?

3. A. Based on 911 Public Disturbance, MH and Narcotics calls from COB open source Dispatch Data:

Anticipated call volume - weekday business hours: 5 calls

Anticipated call volume - weekday after hours: 8 calls

Anticipated call volume - weekend business hours: 7 calls

Anticipated call volume - weekend after hours: 8 calls

4. Q. Do we have to buy our own equipment?

4. A. The City of Berkeley’s Health Housing and Community Services will oversee the purchasing of vans, potential space rentals, and van supplies. HHCS hopes to transition purchasing oversight for program IT and harm reduction supplies (fresh needles, glassware, safe needle disposal bins, first aid supplies, snacks) to the provider partner.

5. Q. What is the SCU’s affiliation with the Berkeley Police Department? Fire Department? With the City?

5. A. The SCU is an entirely separate entity, unaffiliated with Berkeley's Fire or Police Departments. The SCU program is housed under the City of Berkeley’s Department of Health, Housing and Community Services. However, the SCU will be expected to coordinate closely with COB first responders as facilitated by HHCS.

6. Q. Do we have to bill MediCal? Can we bill MediCal?

6. A. This grant funding is intended to cover all program and patient costs, and the pilot is designed to support long term SCU services as an integrated part of Berkeley’s network of services. Following the pilot, it will be important to consider all funding streams, including MediCal.

7. Q. What components of the SCU will be overseen by the Provider Partner? What components will be overseen by the City of Berkeley?

7. A. City of Berkeley will oversee:

Grant reporting, equipment Purchasing, oversight and SCU planning/coordination support

Partner will oversee:

Services provided, staffing, some program-supply purchasing (i.e. office supplies, etc.). The selected partner will need to discuss equipment needs and purchases with the City of Berkeley since the City is planning to make most equipment purchases.

8. Q. Berkeley has a Mobile Crisis Team already. What is the difference between MCT and the SCU?

8. A. The Mobile Crisis Team (MCT) acts as a co-responder unit, in which trained social workers and peer counselors respond alongside police officers. MCT is accessible via a separate phone line, similar to the SCU, and operates 9am-9pm on weekdays. The Specialized Care Unit will provide 24/7 non-police crisis response services, and will be accessible via 911, 988 and a separate phone line. SCU will have full transport capacity to appropriate secondary locations with COB. As of now, MCT continues to be operational, and the SCU will provide key insights for the future of MCT.

9. Q. How is the team expected to receive calls?

9. A. There are multiple anticipated routes to receive calls for service for the SCU:

Route 1: Anyone in the City of Berkeley can call the local ten digit “510” area code number to be connected to the SCU’s 24/7 service line. This number will connect any Berkeley resident directly to the SCU team.

Route 2: 911 and 988 Dispatch will follow a decision tree to effectively and accurately re-route appropriate calls away from Berkeley Police and toward the Specialized Care Unit. The SCU team will receive re-routed dispatch calls directly to the “510” call line.

10. Q. How will the SCU receive calls triaged from 911 and 988 Dispatch?

10. A. 911 and 988 Dispatch will follow a decision tree – engaging the caller with appropriate questions, developing a more full picture of the client and the nature of their emergency. The city plans to coordinate extensive training for internal and external partners on this new procedure. Exact systems and call-scripts are still being discussed and will require additional collaboration and conversation with the selected provider.

11. Q. What call categories will typically triage to the SCU?

11. A. Calls that are currently categorized as Public Disturbance, Mental Health, Alcohol Offense, Narcotics and Wellness Checks will be re-routed to the SCU. Additional crisis calls will be routed to the SCU on a case-by-case basis.

12. Q. Will the SCU only respond to calls within the City of Berkeley? What is the expectation to coordinate with Alameda County or the 988 system?

12. A. The Specialized Care Unit will only respond within the City of Berkeley. If someone calls beyond the Berkeley border, the SCU can refer to other services. HHCS is working closely with the Crisis Response System of Alameda County, overseeing the 988 triage system, to ensure smooth service provision.

13. Q. What qualifies as a substance use emergency beyond overdose?

13. A. The SCU's goal is to provide services to people experiencing crisis no matter their sobriety or intoxication status. Many client calls require an integrated response to crisis – specifically with an eye toward dual diagnosis and co-occurring disorders.

14. Q. Our organization has individual skill sets and have various areas of expertise working with communities who are housing insecure, and others who have experience working with working/owning-class housed communities. How will we get adequate training in how to provide culturally competent care to people across racial, social, economic spectrum?

14. A. Trainings in substance use harm reduction, mental health, trauma informed care, and cultural competence will be provided by highly skilled trainers at the top of their field, which can be coordinated by the partner provider and should be listed in the budget spreadsheet (attachment 5). Please include a new budget line under “professional services” for hired trainers. In addition to any paid training, HHCS will provide the partner with a catalog of free multi-modal resources.

15. Q. Does the SCU respond to crises in private settings – such as inside of private residences or businesses – or only in public settings?

15. A. Yes, the SCU will respond to crises in public and private settings.

16. Q. What qualifies as a crisis? What happens if a client is violent or threatens violence? When would it be appropriate to triage a call away from the SCU? Who do we call for help when things escalate?

16. A. Crisis looks different for everyone; behaviors which present as normal to a crisis worker can be far from the person's baseline for those who know the client, and more commonly vice versa.

If a client threatens violence or acts violently toward a member of the SCU team, members have multiple options: firstly, members can assess if there is opportunity to de-escalate. Secondly: call MCT if the emergency is within their hours of operation. If this is outside of the designated MCT operational hours, the SCU will use procedures to determine how best to escalate the call to BPD. The exact policies and procedures will be determined once the partner provider is selected.

There will be a similar procedure for ambulatory services. If a client has overdosed, the SCU must either transport to an ER or call an ambulance. If the client needs medical attention beyond the scope of the Specialized Care Unit, they can call ambulatory services (i.e. BFD ambulance).

17. Q. Will we have an avenue to coordinate care directly with other City of Berkeley service providers?

17. A. Yes. The SCU team will have direct access to Berkeley Fire and Berkeley Police, should

ambulatory services be needed, or a service utilizer or client requires police intervention.

18. Q. How many overdoses and/or substance use emergencies should we expect to respond to monthly?

18. A. Between 2005 and 2016 there were an average of 11 opioid overdose deaths in the City of Berkeley (See City Council Report: Revenue Grant Agreement from City of Berkeley). We anticipate this number to have increased since 2016, as fentanyl and other non-opiate-related overdoses have skyrocketed across the Bay Area. We look forward to having better data to reflect the community's demand in the future.

19. Q. Is the SCU going to have a crisis stabilization component? Post-crisis follow-up/referral process?

19. A. This is currently in the exploratory phase, however Alameda County has services that are accessible to Berkeley residents experiencing a crisis. The selected provider can loop clients into their own care continuum or refer to other nonprofit/non-City facilitated services elsewhere. Currently, the City of Berkeley's Transitional Outreach Team (TOT) receives referrals from Berkeley Mental Health and HHCS will look into how TOT can support the follow up process with the SCU.

20. Q. What is the sustainability of the SCU post-pilot program? What are the financial implications of the SCU long-term?

20. A. The COB is pursuing a long-term financial feasibility study that includes potential MediCal billing, FQHC billing, future grants, and potential requests for reallocation within the City budget.

21. Q. There is currently a dispatch assessment and evaluation – are there any outcomes to share so far?

21. A. The assessment and evaluation are currently in progress and the implementation team in HHCS recognizes that this is critical to the success of the SCU. The team expects to hear updates on the assessment in fall 2022.

22. Q. Alameda doesn't have an SCU, but they have a version involving the Fire Dept. Has COB thought about the role of the fire department? Would there be close collaboration?

22. A. In the event of a serious medical incident, the Fire Dept would be called. There continues to be close collaboration with the Fire Department throughout this implementation phase to ensure a coordinated response for all services. *See question 16 for additional operational details.*

23. Q. What equipment will be provided to the SCU provider? What will need to be purchased by the provider (i.e. CADs, radios)?

23. A. HHCS is planning to purchase the following items:

- Vehicle: Ford Transit full size van with wheelchair access, customized seating options
- Electronics: iPads, iPhones, City radios

24. Q. Is the City open to a collaboration of agencies (Mental Health/Substance Use/Homelessness/Medical)? It's very unorthodox to have an agency that single-handedly does it all.

24. A. HHCS is open to collaborative proposals. We are looking for a lead provider, and subcontractors are welcome under that provider's leadership.

25. Q. Is there a page limit to proposals for the SCU Provider RFP?

25. A. No, there is not a page limit for submitted proposals for the SCU Provider RFP.

26. Q. Where can I find the RFP and the associated documents for the SCU Provider?

26. A. These documents can be found on the City website at this link:
<https://berkeleyca.gov/doing-business/working-city/bid-proposal-opportunities/specialized-care-unit-provider>

Except as provided herein all other terms and conditions remain unchanged.