

# 2024 Crisis Grief Counseling and Education RFP

10/25/23

## 1.1 Scope

The City of Columbus, Columbus Public Health's (CPH) Neighborhood Social Services (NSS) division is seeking proposals to establish a contract to develop culturally sensitive and trauma-responsive crisis grief counseling for families after a violent loss. Additionally, the contract seeks to provide two monthly groups for anyone with grief in the community: one for adults and one for young people. The contract will also provide one traumatic grief training to share best practices towards the conclusion of the contract.

Clients referred must be contacted within 48 hours of the referral, with at least 2 contact attempts. Crisis services and appointments should be provided within 1 week of referral.

## 1.2 Classification

The contract resulting from this bid proposal will provide up to 12 free grief counseling services for families referred from the NSS team and community sources. All clients must have had a violent loss to be eligible for services.

Columbus Public Health will provide referrals and oversee other referral sources for approval.

## 1.3 Applicant Eligibility Requirements

Have a City of Columbus Contract Compliance Number; register with Vendor Services to obtain a number (the agency must be "Contract Compliance in Status Active");

Not be debarred or suspended from working on federally assisted projects or projects in Ohio or with the City of Columbus;

Be registered with the Ohio Secretary of State to conduct business in the state of Ohio

Have the capacity to commence services by January 1, 2024.

Have the proven capacity to implement professional services to provide culturally sensitive and trauma-responsive mental health services. Have the capacity to offer therapy in different languages and have a diversely represented staff that can be verified in proposal.

## 2.1 Proposal Info

\$75,000 has been allocated for 40 families and individuals to receive grief counseling services, provide both youth and adult grief groups each month, and a learning opportunity for professionals in the field. Contract has the opportunity to be extended to no later than 2028 at the discretion of available funding. Vendor should utilize a documented evidenced based modality for all services including groups and therapy. CPH is requesting proposals from qualified vendors to provide mental health services according to the specification requirements

herein and will provide all referrals. Vendor is responsible for scheduling monthly groups and finding space to hold the groups. Vendor is responsible for the planning, objectives, and scheduling of the learning opportunity. Vendor responsible for contingency planning for continuity of care for clients should funding not be re-awarded.

## **2.2 Background**

The City of Columbus continues to face spikes in homicides. Each year too many lives are lost to violence the trauma, pain, and grief experienced in Columbus. The aftermath is many families are left to grieve and find support, healing, and meaning in the loss of their loved one. Current barriers to care included long waitlists and lack of culturally sensitive practitioners which can make families less willing to engage in needed services.

## **2.3 Project Description and Service Requirements**

**2.3.1 Crisis and Ongoing Grief Therapy:** Vendor to provide 12 sessions for individuals and/ or families. Vendor must have experience and extensive expertise working with families after violent, traumatic grief and loss. Vendor should also have demonstrated expertise with working across the lifespan and provide demonstrated ability to provide culturally sensitive services. Vendor must be able to provide therapy services in Spanish and other languages as needed. Vendor should also be prepared to utilize up to 10% of the funding to assist with social needs such as transportation to support therapy. Vendor will also be responsible for continuity planning after the contract ends for clients with the Vendor's therapeutic care.

Vendor to provide 2 monthly grief therapy groups for youth and adults. Vendor will be responsible for finding space for the groups. Vendor is also responsible for all advertising of services and groups. Vendor is responsible to submit a plan for missed groups within 5 business days of a missed group to CPH contract holder.

Vendor to create a client complaint process related to the contract for any clients who are unsatisfied with services.

**2.3.2 Promotional Material:** Vendor to provide one page overview of offered services and what to expect for new referrals by January 1, 2024. Also to include options for clients in crisis and where to get emergent assistance.

**2.3.3 Traumatic Grief Educational Offering:** Vendor to oversee one-3 hour educational offering at the conclusion of contract by December 2024 to share important considerations with working with families' post- violent loss with other clinical professionals.

**2.3.6 Translation:** All resources must be available in English, Spanish and Somali.

**2.3.7 Outcome Measures:** The contract will include monthly reporting by the 5<sup>th</sup> of each month on agreed upon outcome measures that demonstrate number of therapy sessions provided, number of groups provided, and number of participants. Reporting format will be provided by Columbus Public Health through the RedCAP software. Vendor will need to implement anonymous customer satisfaction surveys at regular intervals of services with clients which will be entered into RedCAP as well. Vendor will also oversee evaluation scales to clients to monitor their progress in treatment. Vendor will submit RedCAP forms when opening and closing a case to record results of evaluation scales and other information regarding referral timeliness and case progress. Reimbursement method will be determined by funding source.

### **3.1 Submission Information and Instructions**

#### **3.1.1 All bids must be submitted electronically: paper and /or email bids will not be accepted.**

Applications must be submitted electronically through the City of Columbus Bonfire hub at <https://columbus.bonfirehub.com/projects>. Follow the link to create a new vendor registration.

#### **3.1.2 Applications must be received by November 29, 2023 12:00pm EST**

Columbus Public Health, at its sole and absolute discretion, with or without cause, and without liability of any kind to any applicant, reserves the right to accept or reject any and/or all proposals either in whole or in part, waive any informalities or irregularities of any proposals, cancel this RFP at any time and/or take any action in the best interest of the CITY. Columbus Public Health's decision in matters shall be final. The CITY reserves the right to contact an applicant if additional information is required. Once the expiration date has passed, no proposal may be amended, unless amendment has been requested by the CITY.

#### **3.1.3 Proposal Format**

Bidders are required to use the following format for the proposal:

Proposals should be submitted with a 12-point font and not exceed 15 pages.

The following information must be included in the proposal to be considered:

**3.1.3.1 Bidder Experience:** The offeror must submit an outline of its experience and work history in these services in the past five-ten years. (Competency)

**3.1.3.2 Bidder References:** The offeror shall have references and anonymous client testimonials regarding services rendered. (Past Performance)

**3.1.3.3 Bidder Approach, Process, Timeline and Project Team:** The offeror must include a description of their approach to traumatic grief therapy, review of EBPs, process and timeline to this strategic engagement as well as the names and relevant biographies of key team members. Include approach to how clients will

have access to therapist of various demographics (Gender, Race, and languages outside of English for example) based on their personal preferences.

**3.1.3.4 Cost, Pricing and Structure:** The bidder must clearly define the unit costs associated with each service requirement. The breadth and reach of proposed activity will be considered to determine the best bidder for award.

### 3.2 Anticipated Timeline

Activity:	Dates:
Publish RFP	November 3, 2023
Deadline for submission of proposal	November 29, 2023
Proposal selection	December 1, 2023
Contract Term Begins	January 1, 2024
Contract Tern Ends	December 31, 2024

\* All indicated times are EST.

\*The awarded contract is subject to grant funds and approval from City Council and Columbus Public Health Board of Health. Approval dates will be established during the selection period, which may affect the contract start date. All changes will be communicated to awarded vendor.

### 3.3 Proposal Scoring and Criteria

Crisis Grief Counseling Scoring is as follows:

#### ***Competency: (max: 20 points)***

The ability of the bidder to provide qualified personnel to perform the required services as indicated by experience, cultural sensitivity, training and education, or certification. The bidder shall provide the resumes, curriculum vitae, or other documentation describing the expertise and qualifications of the persons who the bidder will assign to this project. Bidder will need to document how therapists will be available that speak different languages.

#### ***Past Performance: (max: 30 points)***

The bidder must demonstrate successful therapeutic practice with families after violence and loss and ability to share key details for learners. At least one reference (preferably three references) that Columbus Public Health may contact regarding the work performance of the bidder.

#### ***Quality and Feasibility: (max: 30 points)***

The bidder must provide an outline or narrative description of its plan and timeline to complete objectives to include how bidder will ensure 72 hour contact and how bidder will support positive engagement in therapy process. Also, where bidder proposes groups will be held, date, time, and location. Bidder should provide behavioral health scales and evaluation tools to be used in therapy as well as template for customer satisfaction surveys.

#### ***Cost and Price: (max: 20 points)***

The total cost and price of the project cannot exceed \$75,000. The bidder must include the unit costing for all types services offered in the proposal.

TOTAL (max: 100 points)